

# The Sheepfold

## THE SHEPHERD'S STAFF

A complete manual for shelter management



*“ Providing safe refuge, love and daily care  
in Jesus’ name to abused and forsaken  
homeless mothers and children.”*

# **THE SHEPHERD'S STAFF**

## **A COMPLETE MANUAL FOR SHELTER MANAGEMENT**

THIS MANUAL IS DEDICATED TO ALL OF THE HURTING AND HOMELESS MOTHERS AND CHILDREN WHO HAVE BEEN SHELTERED IN THE SHEEPFOLD, FOR THE PURPOSE OF GIVING LOVE, HOPE AND ENCOURAGEMENT TO HOMELESS WOMEN AND CHILDREN EVERYWHERE THROUGH THE ESTABLISHMENT OF CLEAN, WELL RUN SHELTERS WHERE THEY MAY BE REFRESHED, RENEWED AND RE-ESTABLISHED INTO THE SOCIETY THAT LOVES AND NEEDS THEM.

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## FORWARD

Managing a Christian shelter is a unique profession and only those who are called to it by God will actually succeed at it and remain in this line of work.

A shelter manager has to have the unusual ability to live with strangers, be willing to serve others, administer authority with love, manage the practical aspects of the house cleaning, food preparation and storage, laundry and yard upkeep, as well as the spiritual aspects of teaching Bible studies, giving wise counsel, comfort and encouragement to the abused and homeless who are emotionally wounded.

When I first started this ministry, there were very few shelters in Orange County. People who started shelters just ran them the best they could. There were no textbooks or printed guidelines on how to run a shelter and shelter management was not considered a profession requiring job skills.

Now, however, due to the overwhelming rise of homelessness in Orange County and the nation as a whole, the art of good shelter management is becoming a skill and a well-trained House Manager is now a profession, for as you will see in this manual such a wide variety of knowledge and skill in matters of the home and heart are required, that not many could fulfill the job description of a good House Manager.

Because there are very few well-trained House Managers, this book is written to serve as a teaching tool prior to the placement of a House Manager, as well as a practical “at hand” instruction guide to be used daily in the shelter.

Due to the nature of the work of a House Manager, there is minutiae of detail required to cover situations that arise. But each detail is included in this manual because experience required that it be included.

It is not possible to cover every incident that may arise when dealing with the hearts and lives of the homeless, but I pray that the information contained in this manual will help to provide safe, comfortable, loving refuges for the abandoned and forsaken souls that we serve, in the love of Jesus.

This manual can be adapted to apply to any type of shelter including unwed mothers, single women, families, men or teenagers.



Founder/Director

Note: The spiritual information requested on “APPLICATION FOR RESIDENCE” form, may not be applicable for all shelters. If you are receiving state or federal monies, check current laws. The “RESIDENT RELEASE FORM”, is not intended as a complete release and is to be adapted as required by state law.

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## A BRIEF OVERVIEW OF THE SHEEPFOLD

The Sheepfold is a non-denominational Christian ministry, ordained of God, for the purpose of sheltering homeless women and their children. Fran Lundquist is founder of The Sheepfold. God has given her a large vision for this ministry and, even though thousands of women and children have already been helped and thousands more will be, she still regards every homeless woman and every little child as precious, and believes they are given to us to care for as a trust from God.

Established in October, 1979, it is available, within limitations of facilities, to all women and their children in need of housing, without restrictions as to race, number of children, or ability to pay. All of our services are free. Besides shelter and meals, we provide clothing, transportation, personal hygiene supplies, medical and prescription help, infant formula and supplies, and cash assistance.

Length of stay varies according to need. During her stay she is given opportunity and help in seeking employment and permanent housing. There are only two requirements for acceptance into the shelter.

1. Willingness to hear the Word of God (the Bible) at daily Bible studies and attend church on Sundays.
2. Mandatory savings plan.

We receive referral calls for the homeless from over 300 agencies such as:

Police & Sheriffs	Legal Aid Society	Hospitals/Medical Centers
Hot Lines	Traveler's Aid	Churches
Social Services	Violence Centers	

Residents participate actively in the maintenance of the clean, wholesome atmosphere from which they benefit. Each shelter has a house manager on duty 24 hours a day to maintain a peaceful, well-managed household in which all the rights and privileges of each of the residents is observed.

The Sheepfold is a tax exempt, non-profit corporation, governed by a volunteer Board of Directors. It is not affiliated with any church or denomination, although daily non-denominational Bible teaching is a major part of the ministry. All funding is by individual donations, churches and businesses. Many donors and volunteers help supply the necessary food, clothing, equipment and other supplies.

All praise for this ministry goes directly to God, for He has performed miracle after miracle. There has never been an outreach, a capital project or a site acquisition that we have had the money for when we undertook it. God has always required us to take the first steps in faith and then He supplies the need. God is faithful! I pray this ministry will be a testimony of the love and faithfulness of God to all who hear of it.

“He will lead His flock like a shepherd, He will gather the lambs in His arms, and carry them in His bosom, and gently lead those that are with young.” (Isaiah 40:11)

## GENERAL GUIDELINES FOR SHEEPFOLD EMPLOYEES

As workers for the Lord, God has placed us at The Sheepfold to serve people. We are to work together, support one another, pray for one another and love one another. We need to have the same purpose, and that is to minister to the physical and spiritual needs of homeless women and children.

There can be no strife. We must walk in unity and love. Proverbs 13:18

1. If you get into strife, you will be corrected.
2. If you continue in strife, you will be asked to leave the staff until you work it out with the Lord and you are able to walk free from strife with other staff members.
3. If you listen to strife, or backbiting, it is the same as participating in it.

Cutting or jesting remarks to other staff members is corrupt communication. Ephesians 4:29 says, "Let no corrupt communication proceed from your mouth, but that which is good to the use of edifying, that it may minister grace unto the hearer."

Develop a "serving others" ministry. Have the needs of the residents on your heart. John 13:14,15 "If I then, your Lord and master, have washed your feet, you also ought to wash one another's feet, for I have given you an example that you should do as I have done." Walk in love. 1 Corinthians 13: 4-8.

Believe in the vision of the ministry; make it your vision. "Loyalty" is a key word for Sheepfold workers. You must be in full support of The Sheepfold and other staff members. Support the Director. God has endowed the Director with the right and responsibility of making final decisions in ministry matters. Hebrews 13:17.

Do not be a part of any gossip. 1 Timothy 5:19. Don't try to change people to fit your specifications. If you're not happy with the way things are being done, go to prayer. Proverbs 21:1-6.

We are workers together. 1 Peter 4:10, 5:3. We are here to do the will of God and to finish the work of our calling. John 4:34.

All Sheepfold property is from God and must be treated with respect.

We are all called to be intercessors. Spend time praying for the ministry and other staff members.

The way you dress should be neat and representative of Jesus.

There are two things to do when criticism comes: pray and persist. Proverbs 15:1, 28,29.

You may feel there may be many other people more qualified than you to do your job but God has called YOU because you have something special to give.

## **GENERAL GUIDELINES FOR SHEEPFOLD EMPLOYEES** *(Continued)*

Read these guidelines together during training session.

Look up all scriptures that are quoted.

These guidelines will serve as the foundation that determines the kind of relationship a House Manager, or any staff member, will have with the ministry and fellow workers.

A DVD presentation should be shown to new employees at this time.

A question and answer period should follow the completion of the introduction segment of this training manual.



## STATEMENT OF FAITH

According to the Bible, in Matthew 25:31-46 we are commanded, as followers of Christ, to feed the hungry, give a drink to the thirsty and to shelter strangers, clothe the naked and to visit those who are sick or in prison.

It is the purpose of The Sheepfold to fulfill those commandments for homeless women and their children who find themselves with no place to go, no food and no money.

We believe the Bible is the inspired Word of God and that the Holy Spirit controlled the men who wrote it. We believe the Holy Spirit will activate the Word of God in the heart of a believer, and will cause it to bring restoration and regeneration to the life of the believer.

We believe that Jesus Christ is the Son of God, and that His is the only Name by which man can be saved. We believe He came to earth to forgive sin and give eternal life to those who receive Him as their Savior.

Because the Word of God, working in the hearts and lives of the women and children who come to us, is the only thing that will change their circumstances and cause them to begin to prosper in their spirit, soul and body, we offer daily, non-denominational Bible studies to them. The women also attend church on Sunday.

Women and children who come to us have reached the limit of their ability to provide for themselves. They are feeling rejected by family and friends, rejected by society and oftentimes rejected by God. It is part of our purpose to help them, through the Word of God and a loving compassionate staff, to see themselves as God sees them--as having great value to Him; accepted and beloved by Him. This enables them to face the future with hope and confidence.

## QUALIFICATIONS FOR A HOUSE MANAGER

1. Be a mature Christian woman who is born again according to Romans 10:9,10. A mature Christian woman is one who has grown and developed in the Word of God to the place where she is rooted and built up in Him, and established in the faith, abounding therein with thanksgiving. Colossians 2:6,7.
2. Know God has called her to this ministry. Without a calling to this work, burn-out will occur quickly, Jesus is our vocation. The word vocation is from the root word for voice, from which we get the term “calling”. There is a call on every Christian’s life to a service of love to others. It is sometimes difficult to define where you are to minister in your calling. This may or may not be the place. Go before the Lord in prayer; seek His guidance as to whether or not this is where He has called you to be.
3. Be spiritually strong, able to give counsel and instruction from the Word of God. Leading Bible studies for the shelter residents is part of the job requirement of a House Manager. She must be able to give sound teachings from the Word of God. Not theory, but reality. Not teaching her life experiences, but practical applications of Bible truth. She must believe what she teaches. Simple, non-denominational truths of the gospel. Romans 1:16. A House Manager must be able to draw her strength both physically and emotionally from her spiritual time with God. She must not depend on the staff or the residents to uphold her or carry her over rough times and situations.

Counsel is available from the office staff if problems arise, and encouragement will be given by staff members, but for the daily difficulties that arise, strength must come from seeking the Holy Spirit.

4. Have a good moral background that can be verified. This point should be discussed privately with the prospective House Manager by person conducting the training session or the Director.
5. Observe the spiritual principles of Ephesians 4:29-32. Take time to read Ephesians 4:29 now. The words you speak will determine the success or failure of your work. Remember that every hurtful word you speak is heard by someone. When you speak badly about residents to other residents or staff, or vice versa, you are sowing seeds of strife and discord and thereby grieving the Holy Spirit.
6. Have enough background with children to have established that she has a love for them and can relate to them without harshness. There must have been time spent with children, either your own or someone else’s. If children irritate you, or you feel anger when you can’t control them, this may not be the right line of work for you. If you were abused as a child, you may feel a great deal of emotion and feelings of dislike for sexually, physically or emotionally abused children. Being a House Manager, you will run the gamut of all your emotions. If you know yourself to be emotionally unstable, or over-emotional about some things, these need to be discussed with the person who is training you.

## **QUALIFICATIONS FOR A HOUSE MANAGER** *(Continued)*

7. Be in good physical condition, with no chronically debilitating conditions. Obviously, it will not be possible to allow you to work here if you have a contagious disease.
8. Have no other job and not be self-employed. Doctor and dentist appointments must be scheduled during your time off only. Friends and relatives are not to call you or be called by you during working hours except for emergencies. When making non-business related calls, use your personal cell phone, not the staff phone.
9. Managers may not have children or relatives with them at the shelter unless prior permission has been given by Director.
10. Have ability to cook well and supervise cleaning responsibilities done by residents. Meals are prepared by the staff and the ability to prepare simple, healthy food is all that is required. Assigning cleaning tasks according to the cleaning schedule, providing necessary cleaning materials and overseeing the satisfactory completion of the job is the kind of organizational ability required. Supervision does not mean the House Manager has to take over and finish the job, or do the jobs herself. However, House Managers may be required to do cleaning tasks if rooms are without residents in them temporarily.
11. Keep accurate, updated records on residents. Forms are provided in filing cabinets for use in record keeping. You must know what they are, where they are, and what they are for. There are supplies of forms you will need at the office, before you run completely out, renew your supply.
12. Be able to handle petty cash and keep receipts in order. An amount is allotted every week for petty cash to be used at the shelter for incidental purchases and for cash assistance to the residents. This form will be explained further on in the training sessions.
13. Not smoke or use alcohol or drugs. Smoking by House Managers is not allowed. It is a poor example and indicates to the women and children we are trying to reach with the gospel, that Jesus is not enough.
14. Have organizational skills regarding supplies, inventory, meal planning, volunteers, maintenance, laundry, personal hygiene, and infant supplies.
15. Be gentle and compassionate toward residents, fellow staff, volunteers, the Director and those in authority. Your attitude will show in body language as well as verbal language. If you do not love and care for these women they will know it and if your attitude is harsh and uncaring, you will be asked to correct it by the Director. If you feel yourself becoming irritable, where you used to feel loving, you may be experiencing temporary burn-out and should discuss this with your supervisor.

## **QUALIFICATIONS FOR A HOUSE MANAGER** *(Continued)*

16. No professional skills are required for this work, but it does require probably the greatest character trait that a person can have....common sense. Use wisdom and common sense in every situation and you will come out victorious!
17. A time of observation at the shelter is helpful to determine if this position matches the skill set of the perspective house manager.
18. Must be current with CPR certified.
19. All house managers need to have a complete background check including fingerprints. In California, we use a fingerprinting resource called "Live Scan". We require FBI and DOJ (department of justice) background checks.

## YOU ARE SPECIAL

As a House Manager, you are one of a very select group of people. There are very few people who are willing to give of themselves and take on the role of one who serves others.

In order to do this difficult but very rewarding work, you will need to *diligently* maintain a close communication and relationship with God.

This will require private prayer and the study of God's Word. You will not be able to lead the daily Bible Studies without this. Don't neglect it.

Your prayer time with your other staff workers will keep the harmony and order flowing in the house and will become a daily blessing and uplifting to both of you.

Do not draw on your own strength, it will soon give out. Learn to draw on the Lord according to:

John 14:27 Peace I leave with you, my peace I give unto you: not as the world giveth, give I unto you. Let not your heart be troubled, neither let it be afraid.

Psalm 91:11 For He shall give His angels charge over thee, to keep thee in all thy ways.

John 13:34 A new commandment I give unto you, That ye love one another; as I have loved you, that ye also love one another.

2 Corinthians 10:5 Casting down imaginations, and every high thing that exalteth itself against the knowledge of God, and bringing into captivity every thought to the obedience of Christ.

2 Timothy 3:16,17 All scripture is given by inspiration of God, and is profitable for doctrine, reproof, for correction, for instruction in righteousness: That the man of God may be perfect, thoroughly furnished unto all good works.

Col 2:9,10 For in him dwelleth all the fullness of the Godhead bodily. And ye are complete in him, which is head of all principality and power.

Col 3:12,13 Put on therefore, as the elect of God, holy and beloved, bowels of mercies, kindness, humbleness of mind, meekness, long-suffering; Forbearing one another, and forgiving one another, if any man have a quarrel against any: even as Christ forgave you, so also do ye.

## HOUSE MANAGER DUTIES

1. A complete understanding of the past, present and future vision of the ministry is essential. Reading our book “The Sheepfold” by our Founder, Fran Lundquist will be helpful. If you do not know the vision, you cannot be in agreement with the policies and procedures of the ministry. During the course of this orientation, if you still have questions regarding the purpose and vision, be sure to ask your instructor any questions you may have.
2. Become acquainted with the community in which the shelter is located: local stores, post office, bank, churches, hospitals, schools, bus stops, Social Services, unemployment office, etc. You must know where all of these things are located in the area of the shelter in which you are working. The day and evening shift House Manager, plus the relief House Manager must know where these places are located near each shelter at which they work.
3. The House Manager is responsible for not only knowing what is in each closet, cupboard and cabinet, but also for seeing that those supplies are maintained in sufficient quantity so as to be always available when needed.
4. In the event of an earthquake, fire, broken pipe or national emergency, you are the one responsible for the safety and well being of the residents. Be prepared. In the shelter House Manager Manual there is a complete disaster plan for the shelter you are in, including a diagram of the building showing ways of escape and a meeting place. This is one of the most crucial items of information that a House Manager must have. Be trained and ready for any situation or emergency and you will feel better about your job.

Acquaint self with water main shutoff, gas shutoff and electric shutoff. Know where the shutoff wrenches are and how to use them. Take them out and actually see where and explain how to turn the electricity, gas and water off and on again, to make sure you know how to use them. If for some reason you are not shown, look at the diagram in the House Manager’s Manual for your shelter and learn them yourself. It is your responsibility to know this information.

It is also mandatory that you know the location of the furnace, the water heater, hose and sprinkler connections, household tools, flashlight, battery radio and batteries, fire extinguishers and First Aid kit. Teach yourself or ask a staff member how to operate all of the above items.

5. No first aid is ever to be given by a House Manager except in case of a disaster or extreme emergency. A mother must always give any first aid or medicine to her child, never the House Manager. Not even baby aspirin or cough syrup. Only if the mother is injured and unable to care for her child should the House Manager ever administer first aid or medication.

## HOUSE MANAGER DUTIES (Continued)

6. Other items that must be known are:
  - a) Where trash cans are kept and what days the trash man will come for them. Trash is usually set out the night before pick up. Also *where* the trash cans are to be set out for pick up. This is not a task to be assigned to a child. They may pile things on top of each other, break bags or boxes and spill contents. This task must be done by adults. All trash must be kept neatly in containers and properly wrapped both in storage area and on the street for pick up.
  - b) Where switches for outside lights are located and what lights are to be left on at night. It is easy to forget lights are on when morning comes, so that must be something you train yourself to check on.
  - c) Where thermostats are located and policies regarding heating and cooling the shelter. Thermostats are not to be changed or set by anyone but the House Manager. During summer, thermostats are turned completely off. During winter they are set at 68 degrees. If, after putting on sweaters, residents are still cold, the House Manager may increase setting to 72 or 75 until house is warmer, then return to 68. Thermostats are never to be set above 75. By not turning thermostats completely off, but keeping setting at 68 at all times, it will not be necessary to turn setting high to warm up the house. It takes more gas to heat a cold house after heat is turned off than it does to warm a house that has not been allowed to cool off completely.
  - d) During summer, please shut all windows and pull down blinds by 8:30 a.m. to keep the house cooler. The air conditioner should only be turned on if the outside temperature reaches over 100 degrees.

**Note:** House Manager must check furnace filters before furnace is turned on. If filter is filled with lint and dirt, filter must be replaced with a new one. If heat must be used and it is too late to get a new filter, the old one may be carefully removed, vacuumed and replaced.

7. You must have access to every locked area in the house and garage. Keys for every lock must be clearly marked and hung in a designated place where House Managers may all find them quickly and easily.

If a key is missing, it must be replaced. Although master keys are at the office, carelessness with keys will not be tolerated. If a lock or door needs to be replaced, it is your responsibility that a duplicate key is taken to the main office. Residents should not have access to the keys or knowledge of where they are.

## HOUSE MANAGER DUTIES *(Continued)*

8. We are accepted by all of our neighbors in residential areas because the following neighborhood courtesies are observed:

- a) Cars belonging to our residents may never be parked in front of neighbors' houses. This is a very sensitive issue with neighbors. Cars must be parked in shelter driveway or in front of our shelter or in areas that do not face a house.

In some residential areas, streets are swept at certain times during the week. You must know when this is so residents' cars can be moved or they will receive a citation.

Cars must never be parked more than 72 hours in the same location or they may be reported by neighbors and a citation issued by police.

If a resident's car has a mechanical problem and cannot be moved, notify the office immediately if resident is unable to deal with the situation to get the car running.

- b) House Manager must supervise loading and unloading to see that it is done in an orderly manner without yelling or loud talking or fighting between children.
- c) Only one mother and her children are allowed to leave on foot at a time. This prevents attention being drawn to the residents as they walk down the street. Several women and children walking together attracts attention. Children tend to become more boisterous when walking with other children.
- d) If a shelter faces the front of the house across the street, residents may never use the front door to come in or go out. Only the back door may be used.
- e) When children are playing outside it must always be in the backyard only. No baseballs, basketballs, soccer balls, beach balls or footballs are allowed as toys in backyard. They always go over the fence and require going to neighbors to retrieve them. Each house has these items in the garage to be checked out by a house manager for use at park only.
- f) In the event a complaint or an unpleasant situation should arise with a neighbor, call the office immediately. The administrative staff will deal with the situation or give you further instructions. Do not take action on your own.
- g) If neighbors ask you about the house and what you do there, be very pleasant and courteous, but simply explain that all questions must be directed to the office. Offer to write down the number for them. Do not discuss The Sheepfold or the residents with the neighbors.



## HOUSE MANAGER DUTIES *(Continued)*

- h) When entire shelter is getting into cars to go to church or some other function, it is your responsibility to keep all children and mothers in the house until time to go. Then have families come out one at a time and get into assigned car they will be riding in and shut the doors.  
  
There must be no yelling back and forth or loud talking when getting into cars when they leave, and out of cars when they return.
  - i) There is never any reason to go to neighbors to borrow anything. If there is something you need and office is closed, call the list of administration names and numbers supplied at the shelter. You are not allowed to go to neighbors for any reason. Residents are not allowed to go to neighbors, either.
9. Become very familiar with the rules and other material to go over with residents. Take responsibility for enforcement of the rules. You are the spiritual as well as managerial authority in the house.

You will need to take a copy of the rules home with you to study during your first days at work. You must know them forward and backward in order to have a smooth-running shelter. You will be living by the same rules also, so you must have a thorough knowledge of them. There are some rules which must be told right away to new residents that pertain to smoking, drugs, medications, etc.

10. Preparing meals is a large part of House Manager's duties. Planning ahead will save a great deal of time and will increase efficiency. Write out menus for the next week. Your shift may include preparation of one, two or three meals.

In the morning prepare whatever you can ahead for lunch. If meat needs to be defrosted for dinner, take it out the day before, even if the next shift House Manager is going to be on duty.

Meals should be simple, but balanced, One starch, one vegetable and one protein dish is a good rule of thumb to follow. This will help to keep the children from sugar induced activity. Exceptions are birthday parties, special occasions. Only milk, water, tea and coffee will be served at dinner time or after. Drinks with an excessive amount of sugars (Koolaide, punch, etc.) are often an unhealthy meal replacement. Meals are to be served on time, in nice looking dishes on a nice looking table. Never serve food in metal pot it was cooked in.

Residents should set the table and be responsible for seeing that everyone's hands are washed, that children have gone to the bathroom if needed and that everyone is seated at the table when you are ready to serve.

## HOUSE MANAGER DUTIES (Continued)

Leftovers need to be refrigerated right away marked with a date that it was cooked after dinner and should be served for lunch or dinner the following day. If residents complain about having the same thing over again, you may have to remind them that this is a shelter and this food is being provided for them and prepared for them. A scripture about receiving with a grateful heart may be appropriate at this time.

- a) Menu planning should be done according to donated food available in pantry. The same House Manager should do this each week.

Every item to be served should be listed on the menu for each meal so that a relief person can walk in and know exactly what to serve.

- b) As you plan ahead for meal preparation, check and see that all ingredients to be used are on hand. If you are missing an ingredient, see if you can substitute something else in its place. If not, a menu change can usually be arranged, instead of a special trip to the store just for that ingredient.

In meal planning and preparation you will find items almost gone. As you finish them up, be sure to put them on the grocery list so they can be replaced. Be aware, as you look around, of staples that are almost gone and write them on the grocery list as a courtesy to other House Managers as well as for more efficient shopping.

- c) House Managers on day shift usually do the pick up of food at food room. Once a week should be sufficient if planning ahead is done.

11. A working knowledge of food on hand is essential for meal planning. Find creative ways to use food you are not familiar with, or ask for menus. **DO NOT LET FOOD GO TO WASTE.** If a food item in the food room or pantry is not used within two months, make it a priority to find a way to use it.

- a) Marking pens are provided to put the date of receipt on food. As new food is received, it must be put in back of food already on hand so older food is always used first. Marking of date must be done before food is put away.
- b) Refrigerators and freezers are to be cleaned once a month. Choose a specific day on calendar, such as first Monday of each month. Allow food supply in refrigerators and freezers to begin to dwindle down toward end of month so that on cleaning day there is not a lot of food to handle. Then when cleaning is done, replenish food supply and repeat process. Rotating food in refrigerators and freezers is just as important as doing it with dry foods. Quality of frozen or refrigerated foods will deteriorate if not used within 2-3 months.

12. At some point it may be necessary for you to interview a woman seeking shelter. Therefore, you will need to know how to conduct an intake interview. You will be asked to attend an interview first, and then to conduct one. This knowledge will also help you further understand the rules and policies of the ministry.

## HOUSE MANAGER DUTIES (Continued)

13. You will be shown the various forms further on in this training that you will be expected to fill out. A file of House Manager forms is kept at the shelter. You will be shown what forms there are, the purpose of each one and how and when to fill them out.

These forms are very important and are kept in a file at the office when they have been used. It is sometimes necessary to refer back to them months later if an agency calls or a legal question arises.

14. The dress code is part of the restoration of self-respect and self-discipline in the lives of the women we shelter. Safety as well as modesty is involved. The dress code will be explained later in your training.

15. Greet new residents when they arrive. The office will notify you when they will be coming. It is *most* important that you be at the door with a smile on your face and love in your heart to welcome each new resident to your shelter. Do not try to hug her or her children when they first come, they may not understand. Remember, they are very frightened to be coming to a strange place. No matter how busy you are, or how pressured by things you are doing, you must set all that aside when a new resident arrives, and give your full attention to making them feel at home and acquainting them with their room and the shelter. They will be frightened, nervous, worried about what kind of place they are coming into, and feeling very much alone.

The warmth and comfort with which you greet them will be an investment in love that will reap eternal benefits. Take them to their room first and show them exactly where they are to put their things. Show them where the bathroom is and acquaint them with the rest of the house.

If they arrive near a mealtime, postpone going over the rules with them until the meal is over, otherwise go over daily time schedules and rules with them after they have unpacked and put their things away. Don't read every rule, they will be too upset to remember. She will be feeling very strange to all that is going on, so only go over what she needs to know for the next few hours. The next day, more rules may be explained. By then, she will have questions and you can explain much more in one sitting. She will feel better.

It will take 2-3 days for a resident to assimilate all the rules, so go over those which will be coming up in the next couple of hours, or the next morning, and then go over more of them later on.

There are some rules which must be told right away that pertain to smoking, drugs, medications, etc.

## HOUSE MANAGER DUTIES (Continued)

It will be your responsibility to enforce the rules as well as explain them. You have been given the authority to enforce them. If you will accept that responsibility from the very beginning you will settle into the role more easily. The Director and the office staff will back you up in the decisions you make according to the manual. However, if you are unsure in the beginning of any phase of rule enforcement, be sure to call the office and they will help you. By knowing the rules and establishing the fact from the very beginning that you will enforce them, you will win their respect which will make your job much easier.

16. There will be people bringing donations, people desiring to just visit the shelter and volunteers coming to help at your shelter from time to time. Whenever anyone, except staff, comes to the shelter for any reason have them sign the Volunteer sheet you will find in your file box.

This sheet should be kept on a clipboard, with a pen, near the front door. A stack of brochures and newsletters should be kept beside it. Brochures and newsletters may be obtained from the office.

- a) Greet these visitors to your shelter as guests. Remember, you are representing the ministry. Smile and make them feel welcome. Ask them to sign the sheet. Be sure to get the name clearly, and the address, zip code and phone number. Ask if they are on the mailing list or would like to be, then mark it on the sheet by their name.
- b) If they make a donation, ask if they want a receipt. Be sure to have receipts on hand, but not sitting out in the open. You fill out the receipt, not the donor. Print name and address clearly at the top. List *general* categories of donations, such as “4 bags used clothing, assorted used toys, 3 bags canned foods,” etc. NEVER put a money value on the receipt even if they want you to. They can do that on their income tax. Further explanation will be given later in your training.
- c) Give a brochure and newsletter only if they are not acquainted with the ministry. Don’t just give them to everyone. If they want more information, tell them they may call the office (phone number is on back of brochure) for an information packet, or make a note by their name for the office to either mail or email a packet to them.
- d) Be sure to bring Volunteer sheets to the office every week. Bring it even if there is only one name on it.
- e) Visitors may request a tour of the shelter. Give them a brief tour if they request it, but do not enter bedrooms if residents are in them. Be courteous to residents as house guests. Introduce visitors if residents are in the shelter.

## HOUSE MANAGER DUTIES (Continued)

17. In some situations, when no one can be reached on staff, you need to have a file of names and phone numbers for doctors, poison control, plumber, repairmen, etc. If it is not an emergency, but help is needed, call the number directly and set up necessary appointments. If it is something needing immediate attention, but is not dangerous to a resident's health, or the shelter, make suitable arrangements to transport resident and her children by car, or if it's a shelter repair problem have repairman come to the shelter as soon as possible.

If it is a real emergency, (a resident's life or shelter structure is in danger), call 911 immediately. Do not call this number for any other reason. Example: If a mother is distraught over a high temperature in her child, do not call 911. Calm her down, suggest she bathe the child with cool or luke warm water or use other common sense remedies. If the mother becomes very upset, put a reliable resident in charge of the house and drive the mother and all of her children to a local emergency room. Tell her to call when she is ready to return and give her phone change if necessary.

Note: Directions will be given to you by your training leader at this time as to name and location and phone number of emergency room closest to you that you should use.

18. Always keep your shelter looking as homey as possible. Maintaining the cleanliness and upkeep of your shelter has been made as easy as possible for you by the use of cleaning assignment forms for you and the residents to follow and an abundance of cleaning material. The cleaning instruction forms will be explained to you further into your training. You do not do all the cleaning by yourself.

Certain cleaning is assigned to the residents by their room number. Other cleaning is divided between House Managers. A House Manager's maintenance form provides a daily check list that will cover entire shelter and yard by the end of the month.

- a) You may have to explain how to do certain cleaning assignments to residents who may never have done them. You will also need to give appropriate cleaning materials to them to do their cleaning assignments. Do not keep cleaning supplies in bathroom cabinets or where children can reach them.
- b) Each room must be checked by you daily for cleanliness and neatness. Residents are required to keep their bedrooms clean and neat in addition to their other assigned cleaning.
- c) If a resident is reluctant or careless about her cleaning, you may need to directly supervise while she does her assigned work.
- d) It will be necessary to check each day on maintenance and cleaning schedules for which you, as House Manager, are responsible. These and all of the above will be discussed in greater detail later in your training.

## **HOUSE MANAGER DUTIES** *(Continued)*

19. Each shelter has a phone for House Manager and for resident's use. House Manager is responsible for answering all phone calls during her shift. Residents are never to answer telephone and must ask permission to use phone at any time.
  - a) Phone rules are posted for residents. They are not allowed to give phone numbers to anyone except for job applications, to Social Workers, medical people, school, employer, and all business related matters.
  - b) Always keep small note papers and pen by the phone to take messages for residents. Arrange a place for them to pick up their messages. Always keep your day book in the office. Do not keep daybook where residents can read it.
  
20. From time to time repairs will be necessary to appliances or plumbing. Whenever possible, check with the office before calling repairman.
  - a) If you are unable to call the office and repairs must be done immediately, you are then to call the Director or the next authorized personnel. Do not let work begin until a written estimate has been shown to you and then contact the Director or next authorized personnel for authorization.
  
21. All monies are under the care of the House Manager.
  - a) Petty cash will be given to you by the office. You are responsible to keep all receipts and mark on them what the money was used for. Any cash given residents must be signed for by the resident.
  - b) Upon availability, gift cards will be given to you by the office as needed. You are responsible to keep all receipts and mark on them what the money was used for and then turn the receipts into the office.
  - c) Any shopping will be done by the House Manager. Shopping is done once a week. Receipts are kept in petty cash envelope. House Manager will see that the proper petty cash form is filled out and petty cash accounting is returned to the office. Petty cash must be balanced before bringing it in.
  
22. Entries in the day book and resident files must be made for all information the House Manager on next shift will need. Day book is to be kept in the House Manager office, not where residents can see it because information in it will often be about the residents. All messages from the office must be entered in day book.
  - a) Always have a calendar by phone also. Every planned activity or group work day must be entered on the calendar. Whenever the office calls regarding an activity coming up, you are responsible to enter it on the calendar.
  
23. Strife and conflict are not allowed in the shelter. Using Scripture to deal with the strife will usually restore love and harmony.

## HOUSE MANAGER DUTIES *(Continued)*

- a) There may be strife between two residents or strife between yourself and a resident. If, after prayerful consideration and conversations with the residents, the strife is not done away with, you may need to call in another staff person from the office.  
If the strife is on the resident's part, and does not stop after counsel, you will have to ask her to leave.
  - b) When strife is between two staff members and they cannot settle it between themselves, then another staff person from the office must be brought in as a mediator. If strife is still unresolved, it will be necessary for all three to meet with the Director for final resolution of the matter.
24. Leading Bible studies daily is a key part of your job because only the power of God in His Word has the ability to change the hearts and lives of the residents. Bible studies are to be simple, stressing God's love for them. The Bible studies are non-denominational. You are not allowed to teach personal doctrines.
- a) It will be your responsibility to take spiritual authority over the household. In your own private prayer time you will need to pray for the peace of the house and pray for the spiritual life of the residents. Remember there is power in the Name of Jesus. Always pray in His name.
  - b) You will need to oversee the quality of the spiritual materials of the house; books, tapes, videos, etc. to be sure there is no unscriptural material being used.
  - c) You are the one who will set the spiritual atmosphere of the house. Have a praise and worship tape playing whenever possible. Put on a teaching tape if the residents are just sitting around. Encourage them to listen and take notes.

Remember that many of these women and children have come from great spiritual darkness and sometimes the occult. They did not know Jesus then. Be alert to conversations in which words of spiritual darkness are being spoken, and correct the speaker in light of the gospel. The spiritual atmosphere of the house will determine your ability and enjoyment in your job and will make the difference between deliverance from darkness and bondage into new hope and a new life for the residents. That is the bottom line.



## **HOW TO TRAIN A NEW HOUSE MANAGER IN THE SHELTER**

When a new House Manager has completed her training session at the office, she will be assigned to a shelter to observe and learn “hands on” how to apply what she has learned.

This form is an excellent outline to follow each day, so shelter House Manager who is training the new employee will be able to cover the basic information she has been taught at the office.

This is just an outline, we ask the shelter House Manager who uses it to please add to it all the positive and encouraging information that she possibly can from her own personal experience.

### **Day One**

1. Show community layout (make map)
  - a) Local stores, post office, churches, bank, etc.
2. Show house and yard (in great detail)
  - a) House: linen closets, storage closets, food cupboards, personal care items for residents, clothes, hygiene items, shampoo, etc.
  - b) Yard: meter main shut off, electric box (main), furnace, water heater, sprinkler controls, hose connections, tool shed, trash can area, outside lights (front and back).
  - c) Show where keys for locked areas (all tagged) are.
  - d) Show where safe is located and combination.
3. Neighborhood courtesies
  - a) Only 1 family leave at a time.
  - b) Try not to use front door or loading and unloading unless you only have a front door.
  - c) Any problem with neighbor, notify home office.

### **Day Two**

- Daily schedule for residents and house
1. Introduction to daily rules schedule for residents
  2. Daily schedule for House Manager
    - a) Prioritizing time.
    - b) Time management

### **Day Three**

- Rules for residents in detail
- 1.) What is expected of them.
  - 2.) What is expected of House Manager.
  - 3.) Authority of House Manager
    - a.) Spiritual
    - b.) Overall



**HOW TO TRAIN**  
**A NEW HOUSE MANAGER IN THE SHELTER** *(Continued)*

- Day Four                      Meals and kitchen schedule
1. Menu planning
    - a) Weekly menu sheet.
    - b) Using what's on hand.
    - c) Groceries.
    - d) Letting office know needs.
  2. Inventory
    - a) How to rotate food.
  3. Supervision and control
    - a) Accept donations, put away, enter on in-kind sheet.
  4. File cabinets with forms and memo book.
  5. Kitchen schedule to be followed.
    - a) Assignment form is filled out weekly.
    - b) See work is done.
- Day Five                      Records we keep
1. Go over forms that come from office
    - a) How to fill out all forms: petty cash, etc. (listed in Table of Contents)
  2. Go over Mark IV
- Day Six                      Bible studies and spiritual matters
1. Review personal printed Bible study that is handed to each resident
  2. Discuss Bible study House Manager is to teach
    - a) Preparation for teaching.
    - b) Leading of Holy Spirit.
  3. Spiritual matters
    - a) How to take spiritual authority.
    - b) Spiritual counseling.
    - c) How to handle strife.
- Day Seven                    Job description
1. House Manager duties (HM 202 1-10)
  2. Dress code for staff and residents.
  3. Safety of shelter: Front door always locked, watchful of strangers in front of house, don't open door unless caller is expected, etc.

**HOW TO TRAIN**  
**A NEW HOUSE MANAGER IN THE SHELTER** *(Continued)*

- Day Eight                      How to greet new residents
1. Show room and house-make them comfortable.
  2. Supply rule book, Bible study, towel, wash cloth, etc.
  3. Read and go over rules, etc. at proper times.
- Day Nine                        House cleaning and maintenance
1. Responsibility in overseeing residents' cleaning assignments
  2. Explanation-room by room.
  3. Repairs
    - a) Rolodex
    - b) Volunteers and names on file
- Day Ten                         Volunteer Coordinator
1. Give name of Volunteer Coordinator
  2. Must use volunteers through volunteer coordinator unless pre-authorized to contact volunteer
  3. How to greet donors and visitors
    - a) Representation of ministry.
    - b) Show house, explain what we do, sign sheet-give newsletter, materials receipt, or money receipt.
  4. Who they are and what they do

## **DRESS CODE FOR HOUSE MANAGERS**

1. Always remember that you are representing the ministry to all who come to the shelter. You are setting a Godly example for the residents. They need to see how a mature Christian woman dresses when she is working around the house. If you are sloppy, they will be sloppy. If you are neat and require neatness of them, they will be neat.

Because your work involves cleaning and other household duties, you may need an extra pair of clothes on hand for cleaning purposes. Your clothes must be clean and pressed and may not be worn day after day without changing them. Shorts must be no more than 3 inches above the knee. Sweat pants and sweat shirts are not permitted except for nice jogging suits in winter time.

2. Tops and blouses must be loose fitting and modest, not tight fitting.

It is a requirement that House Managers wear a bra. Morality and chastity are questionable when a bra is not worn.

You are not allowed to wear halter tops, mini tops, spaghetti straps, see-through blouses and low-cut blouses on duty.

3. Men's style cotton tee shirts may not be worn on duty. They give a very sloppy appearance and are not designed for a woman's body.
4. Many home accidents involve feet that are not covered. For this reason, you may not go barefoot in the house at any time, even off duty.
5. Nighties or bathrobes are not to be worn around the house. Night House Manager staying overnight must not get ready for bed until going to bed, and you must dress upon awakening.
6. Keep yourself as clean and attractive as possible. Hair must be clean and neat. No curlers may be worn on duty. Nails must be clean and trimmed. No black, blue or other extreme color polish may be worn.

## DAILY MAINTENANCE SCHEDULE

NOTE: This schedule is for 2 story shelters but may be adapted for single-story shelters.

Following this schedule will assure maintenance from front curb to back fence every month. Some of the items are already assigned on Resident Cleaning Schedules. Remaining tasks may be assigned to residents, but the House Manager must see that they are done properly. Items can be divided between day and evening shifts.

Residents are assigned by room number to help with these items, but you must oversee them carefully to see that it is done well. If you find it is just impossible to get everything done because unforeseen things have come up that day, list items that were not finished in the day book for the House Manager on the next shift to do.

Whenever you have residents working outside, there should be only one or two mothers and their children, never the whole shelter. Always be aware of the neighbors. There should never be loud talking, laughing or playing outside. When the residents are out in front, you must be with them to maintain order and see that the work is done as quickly as possible.

Never allow residents to use harsh abrasives on faucets and porcelain. NEVER use SOS pads, steel wool, Drano, or flushable wipes.

Be sure all caustics and poisons are not in lower cabinets or under sinks. Always be aware of infants and toddlers who are very curious and will eat or drink anything. Safety catches are to be installed on any cabinet where poisons or caustics are stored. Be *sure* they are working correctly.

Instruct residents in the use of the vacuum cleaner. Remind them to pick up all objects such as bobby pins, paper clips, rubber bands, paper wrappers, etc. by hand, because they will plug up or break the vacuum if they try to suction them up.

Encourage residents to care about the shelter's appearance. Remind them that this is their home and that by learning the cleaning schedule and routine of it, they will be better managers of their own home when they complete their stay at the shelter.

### WEEK I

#### BACKYARD: 1 day

- Pull weeds
- Water lawn, shrubs, hanging plants
- Wash down tables and chairs
- Sweep patios
- Clean trash area
- Hose trash cans
- Sweep driveway
- Rake leaves

## **DAILY MAINTENANCE SCHEDULE** *(Continued)*

### FRONT YARD: 1 day

- Rake leaves
- Sweep cobwebs off front of house
- Wash windows
- Sweep porch and hose down
- Sweep front walk
- Pull weeds
- Water plants in planters

### OUTSIDE BACK PORCH: 1 day

- Sweep all cobwebs off building
- Wash windows
- Wash all painted surfaces
- Sweep steps and patio
- Scrub steps outside back door
- Shake door mat

## **WEEK I** *(Continued)*

### VAN MAINTENANCE: 1 day

- Wash van
- Clean windows inside and out
- Vacuum
- Shampoo upholstery and carpet if necessary
- Make sure gas is full
- Log oil changes; minimum 5,000 miles

### FOOD ROOM: 1 day

- Straighten and stock shelves
- Rotate food
- Wipe all shelves
- Clean all painted surfaces
- Vacuum or sweep garage floor
- Straighten and rotate freezer food
- Clean refrigerators
- Organize freezers
- Update grocery list

## **DAILY MAINTENANCE SCHEDULE** *(Continued)*

### **WEEK II**

#### **KITCHEN: 2 days**

- Clean all cupboards and drawers inside and out
- Put things away neatly, replacing paper as necessary
- Wipe cabinet doors with damp cloth
- Wash windows and sills
- Dust blinds
- Soak burner covers
- Wipe large appliance surfaces
- Clean inside of refrigerator and freezer
- Clean oven with oven cleaner

### **WEEK II** *(Continued)*

#### **KITCHEN: 2 days** *(Continued)*

- Scour sinks (use cloth only)
- Clean toaster and small appliances
- Wipe counter tops
- Wipe outside of refrigerator, stove and oven with windex
- Empty trash-clean container-replace bag
- Sweep-scrub-wax kitchen floor
- Wash and replace rugs
- Clean light and vent over stove
- Wash wall behind stove
- Clean cabinet under sink
- Wipe down all wood surfaces with a damp cloth

#### **DINING ROOM: 1 day**

- Remove shelf items and dust
- Wipe all woodwork
- Dust pictures
- Clean dining room table and chairs and all furniture

## **DAILY MAINTENANCE SCHEDULE** *(Continued)*

### **UPSTAIRS BATH AND UPSTAIRS HALLWAY: 1 day**

- Wash window and sill
- Dust blinds
- Scrub tub and basin with soft scrub cleanser
- Wash all painted surfaces
- Straighten drawers and cupboards
- Stock with feminine items
- Scrub inside and outside of toilet with disinfectant
- Wash mirror
- Wash linoleum
- Wash rugs and replace
- Hallway: Vacuum carpet in hall and down stairs  
(Use attachment to clean corners)  
Wash handprints off banister  
Wipe wallpaper marks with damp cloth  
Spot clean stairs with cleaner and Dust pictures

## **WEEK III**

### **FAMILY ROOM: 2 days**

- Wash windows and sills
- Dust louvre blinds
- Wipe all paneling and wood surfaces
- Dust and wax all furniture
- Vacuum bottom track of sliding doors with hose
- Vacuum couch (remove pillows) and chairs
- Straighten books and toy shelves
- Wipe shelves
- Vacuum carpet (including under furniture)
- Vacuum drapes gently
- Dust tape holders and tapes

### **LIVING ROOM: 2 days**

- Wash windows and sills
- Dust blinds
- Vacuum drapes
- Wash all woodwork and painted surfaces
- Dust fireplace mantle
- Dust knick knacks and replace
- Straighten shelves and cupboards
- Dust and wax all furniture
- Windex all windows and mirrors
- Vacuum sofa (removing pillows) and chairs
- Vacuum carpet (moving furniture)
- Clean entry hall

## **DAILY MAINTENANCE SCHEDULE** *(Continued)*

### **HOUSE MANAGER'S BATHROOM: 1 day**

- Wash windows and sills
- Dust blinds
- Wash fingerprints off woodwork and doors
- Windex mirrors
- Empty wastebasket
- Clean light fixture
- Scrub sink and toilet (in and out)
- Spray shower with cleaner and clean
- Clean shower door with windex
- Wash window and sill
- Wipe fingerprints off of woodwork & doors

### **WEEK IV**

### **BEDROOMS: 4 days-1 each day**

- Wash windows and sills
- Feather dust louvre blinds
- Wash fingerprints off woodwork and doors
- Windex mirror and pictures
- Wash all blankets spreads and pads
- Clean-dust and wax all furniture
- Vacuum rug-moving furniture
- Clean light fixture or ceiling fan

### **LINEN CLOSET: 1 day**

- Straighten shelves
- Wash woodwork
- Vacuum rug

### **WEEK V**

In months that have 5 weeks, use those days to check House Manager's File Box, replace needed forms, clean out files, bring records up to date.

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### **IMPORTANT:**

Maintenance Schedule may be divided between Day shift and Evening shift.

Residents are assigned most of the work to be done on their Cleaning Assignments which are given according to their Room number. The House Manager may ask them to be of additional assistance, if needed.

All items listed are NOT sole responsibility of House Manager to do.



## SCRIPTURE VERSES FOR HOUSE MANAGER

*To find strength and comfort every day.*

“I do follow the Good Shepherd and I know His voice, and the voice of a stranger I will not follow.” John 10:4,5

“Jesus is made unto me wisdom, righteousness, sanctification, and redemption. Therefore, I confess I have the wisdom of God, and I am the righteousness of God in Christ Jesus.” 1 Corinthians 1:30, II Corinthians 5:21

“I am filled with the knowledge of the Lord’s will in all wisdom and spiritual understanding.” Colossians 1:9

“I am a new creation in Christ Jesus: I am His workmanship created in Christ Jesus. Therefore, I have the mind of Christ and the wisdom of God is formed within me.” II Corinthians 5:17, Ephesians 2:10, I Corinthians 2:16

“I have received the Spirit of wisdom and revelation in the knowledge of Him, the eyes of my understanding being enlightened. And I am not conformed to this world, but I am transformed by the renewing of my mind. My mind is renewed by the Word of God.” Ephesians 1:17, Romans 12:2

“I am increasing in the knowledge of God. I am strengthened with all might according to His glorious power.” Colossians 1:10,11

“I am delivered from the power of darkness and I am translated into the kingdom of His dear Son.” Colossians 1:13

“I am born of God and I have world-overcoming faith residing on the inside of me. For greater is He that is in me, than he that is in the world” I John 5:4,5, I John 4:4

“I will do all things through Christ which strengtheneth me.” Philippians 4:13

“Christ Himself took my infirmities and bore my sicknesses, therefore there isn’t any need for me to carry them. I command any disease trying to come against my body to leave in the name of Jesus, by whose stripes I was healed.” Matthew 8:17, Isaiah 53:4

“I am of God and have overcome (Satan). For greater is He that is within me, than he that is in the world.” I John 4:4

“I will fear no evil for thou art with me, Lord; Your Word and Your Spirit, they comfort me.” Psalm 23:4

## SCRIPTURE VERSES FOR HOUSE MANAGER *(Continued)*

“I am far from oppression, and fear does not come nigh me.” Isaiah 54:14

“No weapon formed against me shall prosper, for my righteousness is of the Lord.”  
Isaiah 54:17

“Because I am dwelling in the secret place of the Most High, and because I have made the Lord my habitation, no evil shall befall me, neither shall any plague come nigh my dwelling. For You have given Your angels charge over me and they keep me in all my ways, and in my pathway is life and there is no death.” Psalm 91:1, Psalm 91:10,11, Proverbs 12:28

“I take the shield of faith and I quench every fiery dart that the wicked one brings against me.” Ephesians 6:16

“The joy of the Lord is my strength. The Lord is the strength of my life.”  
Nehemiah 8:10, Psalm 27:1

“The peace of God which passes all understanding keeps my heart and my mind through Christ Jesus. And all things which are good, and pure, and perfect, and lovely and of good report I think on these things.” Philippians 4:7,8,

“I let no corrupt communication proceed out of my mouth, but that which is good to edifying, that it may minister grace to the hearer. I grieve not the Holy Spirit of God, whereby I’m sealed unto the day of redemption.” Ephesians 4:29,30

“I speak the truth of the Word of God in love and I grow up into the Lord Jesus Christ in all things.” Ephesians 4:15

“I let the peace of God rule in my heart and I refuse to worry about anything.”  
Colossians 3:15

“I will not let the Word of God depart from before my eyes for it is life to me, for I have found it and it is health and healing to all my flesh.” Proverbs 4:21,22

“God is on my side. God is in me now, who can be against me? He has given unto me all things that pertain unto life and godliness. Therefore, I am a partaker of His divine nature.” II Corinthians 6:16, John 10:10, II Peter 1:3,4, Romans 8:31

## **POLICY FOR: DISCIPLINING CHILDREN**

Don't touch the children yourselves in any form of disciplinary action, unless moving them for their protection of another child or protection of Sheepfold property.

Mother is responsible to discipline, persuade her to discipline according to Christian guidelines (Christian parenting videos, Proverbs, etc.)

### 1<sup>st</sup> Step of action

- Time out. Use the timer or a clock.
  - a) For children 3 and under; sit still for several minutes.
  - b) For children 4-7; maximum sitting time of 10-15 minutes.

### 2<sup>nd</sup> Step of action

- Take child to their bedroom. Make mother stay in the room with her misbehaving child until child calms down.

### 3<sup>rd</sup> Step of action

- Spanking. We do allow corporal punishment if it's done in love. The Bible is very clear about this subject. When a mother chooses to spank a child she must be calm. She should not be angry and explain why this discipline is needed.

*"He who spares the rod hates his son, but he who loves him is careful to discipline him."*  
Proverbs 13:24 NIV

*"Folly is bound up in the heart of a child, but the rod of discipline will drive it far from him."* Proverbs 22:15 NIV

*"The rod of correction imparts wisdom, but a child left to himself disgraces his mother."*  
Proverbs 29:15 NIV

Never allow children to be punished in front of others.

You are in charge. Out of control children must not be tolerated.

You are not allowed to ever tell a mother to spank her child and don't give equipment to spank with such as wooden spoon, etc.

Stop what you and the mother are doing and pray together for wisdom on how to create peace in the situation.

Try to have diversionary plan in mind such as a video they haven't seen, a story to be read, an outside activity, etc.

With an older child use "loss of privileges" take away a game, no dessert, play time, etc.

## **POLICY FOR DISCIPLINING CHILDREN** *(Continued)*

It will be a temptation many times to just pick up the child and set it on a chair, or to grab an arm. You are not allowed to do this. Don't ever touch the child to discipline, only touch a child in love.

You are in charge. Out of control children must be dealt with according to the policies listed. Never allow a mother to yell at her children, or to punish them in front of other children or adults.

This is a very difficult area to set guidelines for. I have found that mothers are very set in their ways of handling their children, even though they will say they know they are doing it wrong.

In addition, the child abuse problems in our society have caused lawmakers and social workers to go so far out of line in the protection of children, that it can be considered child abuse for a Christian mother to spank her child with the "rod of correction" spoken of in the Bible, even though that "rod" is no more than 1/5 inch in diameter.

The suggested disciplines in this "Policy for Disciplining" do not include spanking. However, spanking is the biblical way to correct children when they are out of control

You will observe children who need to be spanked. When a mother does not do this, you might show her Proverb verses regarding disciplining of rebellious child, and explain why rebellion is so dangerous to the child and to the family.

You may also take a more direct approach to help a mother who has no control over her child by getting alone with her and explaining that her child is misbehaving because he has need of her love. She may not be expressing her love for her child in such a way that the child sees it as love.

Sometimes, the mother just needs to look into the child's eyes and really SEE the child, and listen quietly to what the child is saying, and really HEAR the child and that will be enough to settle the child down.

Homeless mothers are under great strain emotionally and are wrapped up so much in their own needs that it is difficult for them to meet the emotional needs of their children. By being observant of the interaction of a problem child and its mother, you can offer suggestions to help her.

"Raise up a child in the way he should go and when he is old he will not depart from it."  
Proverbs 22:6

God cares about the fatherless children and calls Himself their Father. Go to Him in prayer and ask Him to show you how to help His child (ren).

## IDENTIFYING CHILDREN AT RISK

The San Francisco Child Abuse Council held a workshop to help Day Care providers identify abuse, because it is sometimes difficult for an inexperienced person to determine which bruises are accidental and which are inflicted. The council made recommendations in both areas.

Neglect and abuse can be described as:

- being beaten or molested
- being malnourished, living in squalor, or without adequate clothing
- being unattended or unsupervised
- being in acute need of medical care
- having parents who are unwilling or unable to correct serious physical or emotional problems
- being overworked or exploited by caretaker adults
- being of school age and not attending school

Here are some of the things that should be regarded as indicators of abuse: bruises on any infant; bruises on the posterior side of a child's body; bruises in unusual patterns (e.g., belt buckle, loop from wire); human bite marks; clustered bruises; bruises in various stages of healing; burns that look like "stocking" on arms or legs, or "doughnut"-shaped burns on the buttocks; cigarette burns; rope burns; dry burns, shaped like a hot implement; lacerations of the lip, eye, gum tissue, or genitals; possible fractures; and absence of a tuft of hair, or bleeding beneath the scalp. In addition to these, there can be internal injuries, which could be misidentified as some other illness. However, often these would be accompanied by bruises.

When you look at injuries, consider if they fit into the child's known health history and the development stage of the child-which will affect the child's ability to injure himself.

The Child Abuse Council has developed a list of questions that are helpful in recognizing child abuse:

1. Are bruises bilateral, or are they found on only one surface of the body?
2. Do bruises cover a large area of the body?
3. Are there bruises of different ages-did various injuries occur at different times?
4. Are there patterns caused by a particular instrument?
5. Are injuries inconsistent with the child's age?
6. Are patterns of burns consistent with forced immersion in or splattering with a hot liquid?
7. Are there distinct patterns to the burns (e.g., electric iron, grate)?
8. Are patterns of burns and bruises consistent with the explanation offered?

We do not believe you will encounter many injuries as obvious as those described above. Often, physical indicators of abuse will not be clear-cut, but what the child is saying and how disturbed his behavior is will be the real clues.

## **IDENTIFYING CHILDREN AT RISK** *(Continued)*

It is important to note that in most cases of molest and incest, “Children don’t lie about this kind of thing.” Pay attention to these kinds of reports, and get in touch with your licensing social worker, or with Protective Services.

When there is clear-cut evidence of physical abuse, act promptly. If you feel that you need support, Protective Services workers are available around-the-clock in this county; and of course, if you can contact your licensing social worker she will give you immediate help. If you feel that the situation is life-threatening to the child, and if time is limited, the police should be called.

### **NOTE TO HOUSE MANAGERS:**

When you have observed that “child abuse” is occurring, call the office right away. Do not notify the mother you are reporting her or she will leave immediately, taking the child, and the abuse will continue or be further aggravated.

An abusive mother needs a lot of help and counseling; by reporting her you are actually helping her, not betraying her.

## **SUSPECTED CHILD ABUSE REPORT**

When you have determined that abuse of any kind is occurring according to the “Identifying Children At Risk” information sheet (HM 207.3,4), you must call the office right away.

When you call the office, the form “Suspected Child Abuse Report” will be filled out by the office and mailed to the appropriate authorities. They will also call the Child Abuse Registry immediately. If the abuse occurs when the office is closed you may need to call C.P.S. (Child Protective Services) directly.

For this reason, they will need all of the information of what happened and what you saw.

Remember, do not let the mother know you are calling to report the child abuse or she will take her children and leave the shelter before a social worker can come and talk to her. This will only put the children in further danger.

It is the law for any suspected child abuse to be reported. Keep in mind, you are helping the mother, not betraying her.

The office will keep you informed of the progress of the case.

## *Explanation of CREDIT AUTHORIZATION FORM*

### HOW TO USE THIS FORM CORRECTLY:

Each resident should have signed this form at the time of her in office interview and acceptance. If she did not sign the form have her do so immediately.

We will be using this credit report as a guide to know what needs to be done to help clean up the resident's credit.

The smallest outstanding bills will need to be paid off first. This is important to give the resident a positive feeling and desire to continue.

You will need to have them find out the interest rate being charged on each bill if there is any. They should make a call and find out if they were able to pay off the bill, if they would accept (have them negotiate) a smaller amount. They can do this after they have saved enough money or gotten back money from last year's taxes.

Paying off their outstanding bills is an important process of getting them back on track. They will need this to get an apartment and utilities turned on. The sooner they clean up their credit this will change their report to a more positive number.

The importance of this is to get them a better interest rate when they are ready to purchase a car. The better the numbers on their report the lower the interest rate will be and the lower the car payment, etc.

This will also help them when applying for an apartment. Most apartment places run credit reports and if they have a bad report they will not be accepted. It could also help in getting a job. Some employers have credit reports run on new employees.



## *Explanation of DISCIPLINARY FORM*

### HOW TO USE THIS FORM CORRECTLY:

This form is to be used only when a resident is continually not following the rules after she has been verbally corrected in a specific area or areas more than once. It is NOT to threaten a resident with being asked to leave.

It is specifically intended to be a written reinforcement of the House Managers position.

Notify the other House Managers that you have started a review and where to find

You should keep recording misconduct at least three days before discussing the issues with the resident. Mark or state the problem (s) as clearly and simply as possible on the review form.

At the end of three days, sit down with the resident and explain to her that she is breaking the rules in these areas. The resident may deny any wrong doing, but this way, with the written incidents and the date they occurred, you have the back up for your position.

After the review has been explained to the resident and you have discussed it together, have her sign the form. This simply shows that the need for correction has been presented to her. Do not allow listed behaviors to continue beyond three days. They must be corrected at once. The House Manager doing the review with the resident should also sign the form and date it.

For those who grossly and openly break the rules, there is no form made out, you must simply ask them to correct the behavior immediately if it is not on the "Reasons To Be Asked To Leave List, or leave the shelter immediately.

This may seem hard, but remember, you are helping her to see that her behaviors have consequences, and often that is the very reason she is homeless, but not one has ever explained it to her.

The resident may leave The Sheepfold program at any time for any reason and your stay with us is not guaranteed but determined by your compliance with the rules. She will also be subject to random drug testing and you can be asked to leave at anytime because of a destructive or rebellious behavior.

**NOTE TO HOUSE MANAGER:** USE THE FORM! It will help you so much when you have difficult situations to deal with.

***Explanation of PERSONAL MEDICATION LOG FORM***

This form is only necessary if mother is on prescription medications.

The purpose of this log is to make sure the daily dosage is correctly used. We may need to consult a medical professional to make sure the medications are compatible.

Make sure the House Manager and mother both sign the forms when medication is distributed.

## ***Explanation of NEW RESIDENT INFORMATION FORM***

If the office has interviewed and accepted a new resident for your shelter, they will call and give you the information listed on this form, or if you have to interview a new resident, use this form.

This form is designed to help you know the things about the new resident that will help you to help her during her stay.

If you have additional questions other than those listed, please feel free to ask them and receive the answers.

## ***Explanation of DAILY PROGRESS FORM***

This Daily Progress Form is for the House Manager to fill out. Each day mark down what she is doing each day of the week toward her goals, whether it is looking for work, going to welfare/legal aid, etc. Additionally, you should note the residents attitude, parenting skills, or any other helpful information for the other managers.

Only put down the facts.

Keep statements brief so others can look at the sheet and be able to understand quickly how things are going with that resident.

This form is to be used daily until full, then take another sheet to continue for as long as the resident is with us.

Be sure to date and initial each entry.

There is a companion form to be filled out for the office once a week from the material on this form. See next page, "Weekly Progress of Shelter Residents."

## ***Explanation of WEEKLY SCHEDULE/PROGRESS FORM***

This form ties into the residents short & long term goals.

Review 30 fold to do list with resident. Then plan their week using both goals and do list from Mark IV.

Ask the resident to prioritize their day and everything else falls under that. This helps them keep focus and helps them to not be overwhelmed.

This form is be filled out on the weekend before her week begins. Turn the form into the Sunday evening House Manager. This manager reviews it with her. The resident received bus passes, quarters, etc. Then encourage the resident to prepare lunches, iron clothes, and organize any paperwork if she is going to be gone all day.

Any changes to the weekly schedule/progress form must be made with House Manager.

Everyone should know where the resident is for the upcoming week.

*Explanation of* **WEEKLY PROGRESS OF SHELTER RESIDENTS FORM**

This form is to be completed by House Manager.

It must be ready to turn in to office weekly.

This form is a recap of each Daily Progress form for each resident for the previous week.

Make report as clear and short as possible.

This information from this form will be put in resident's permanent file at the office.

This information will be used to determine a resident's progress in taking responsibility for herself, and may be determining factor in whether this is the right program for her or if she is ready for the 2<sup>nd</sup> step program.

The problems a resident's child(ren) may be having should also be put on this form, especially if they need specific help.

Be sure to include money saved and the Mark 4 House Manager name on the form.

## ***Explanation of WHEN RESIDENT LEAVES FORM***

This is a very important form in many ways.

1. It gives the information regarding a resident's stay that will be attached to her permanent record so that if an agency calls in the future needing information regarding this resident, we will be able to supply it.
2. It gives us a spiritual record on the number of people born again, baptized, etc.
3. It gives us a forwarding address for mail she may receive after she has left the shelter. This address will also allow us to contact her to attend ministry functions after she has left the shelter.

**NOTE:** As a resident is leaving, ask her to wait, go to her room and, using the **CHECK LIST**, see if all contents are in her room.

If you find any of these items missing, ask her about them. If she has taken them, tell her that she must leave them for the next resident. If she denies taking them, talk with her to find out where the items could be. Do not accuse her of taking them, just let her leave.

Be sure resident takes all of her things with her when she leaves.

If there is too much, she must make arrangements for them to be picked up before she leaves.

Be sure she has signed a Release of Responsibility form.

**NOTE:** A House Manager is not allowed to give any item to resident. The office will supply the needs of a resident who is leaving and setting up housekeeping.

## *Explanation of* **PROOF OF RESIDENCE FORM**

This form is used when a resident has to verify her current stay or her former stay with us, to another agency.

It is usually needed for social service agency or some job-training programs, etc.

You have the authority to fill out this form for a resident, however, you must be sure who it is going to and for what purpose it is going to be used.

If you are not sure whether to use it or not, call the office for help.

Be sure it is accurate. This is very important.

Always verify the dates you put on the form with resident's file. You are responsible for their accuracy.

**NOTE: PROOF OF RESIDENCE FORMS MUST BE PRINTED ON SHEEPFOLD LETTERHEAD TO BE ACCEPTED BY ANOTHER AGENCY.**



## ***Explanation of* PETTY CASH RECONCILIATION FORM**

House Managers are given a designated amount of cash each week. The amount is usually \$100.00. This money is to buy incidentals as needed.

Every expenditure of petty cash funds must have a corresponding receipt. Even if it is only \$.25 or less.

List each receipt in the column that it was spent for and write on the receipt what it was used for. When you are getting low, add up columns and write total money spent under "Total" at lower right hand corner. Add any remaining cash, even if it is two cents and write that amount where it says C.O. H. (cash on hand). Add the two amounts together and it should total the amount you were given by the office.

In the event it does not come to the right total, it is your responsibility to find where the error is.

Petty cash should be handled with attention to detail. It can be very frustrating to try to find amounts that cannot be accounted for.

Remembering to always get a receipt for *everything* takes a determined effort. When you give money to residents for phone, get a receipt, when you give out bus money, get a receipt, when you buy a dozen eggs, get a receipt.

When you have done the accounting with your petty cash, put completed form along with cash and receipts inside petty cash envelope and return the whole thing to the office. Office person will check it and give you a new supply of petty cash.

Be sure petty cash is on hand at all times, even if it requires a special trip to the office.

### ***Explanation of RECEIPTS FOR CASH FORM***

These are small forms kept in petty cash envelope for use when money is given to a resident for phone change, bus money, etc.

If a resident has no money, or if she is working very hard to save her money for an apartment, we will give her cash assistance for items such as phone money, bus fares, items needed for work, or sometimes gasoline to be able to get to work.

This is an area where you must use your own judgment. As we have mentioned before, if a woman continues to smoke, or is buying snacks, or you see her children with new little sunglasses, or toys, or little unnecessary things, you would not give her money for anything. You would explain to her that she must get her priorities right regarding money, and help her with her financial planning.

When cash assistance is given, use the white form in your petty cash envelope for this purpose. You fill it out, putting clearly what it is to be used for and then have the resident sign the form.

Put the signed cash assistance form back in your petty cash envelope, and when it is time to do your accounting, list the form in the proper column and include it with your receipts that are turned into the office.

Always take the form and the amount of money you intend to give the resident out of the envelope before taking it to her. Do not take your petty cash envelope out into the other room.

Any monies taken from Petty Cash must be signed by House Manager either as Disbursing Employee or Recipients signature.

## *Explanation of* **TAX RECEIPT FOR DONATIONS FORM**

Tax receipts should be in a readily accessible place, but not left out in the open. They are a valid form for tax deductions when signed by a staff member.

YOU fill out the receipt. Do not hand it to the donor to fill out.

Be sure to print clearly. The office will use the information to send a “thank you” note.

Be sure to fill in ALL information including the monthly newsletter area.

**IT IS VERY IMPORTANT TO FOLLOW THESE RULES SO THAT WE HAVE ACCURATE RECORDS OF DONATED ITEMS FOR THE IRS.**

ALL RECEIPTS ARE NUMBERED. THERE IS A REASON FOR THIS. They HAVE to be kept in order.

If there is an error, write VOID across it and put with the completed forms. Make sure you keep the numbers in order after they are filled out, this is necessary for the office. Do not throw ANY receipts away. We HAVE to record and account for each numbered receipt.

Every donation needs a receipt even if the donor doesn't want one. Don't give receipt to donor just fill it out and put “A” (for anonymous) or the donor's name and put the whole form in the completed box.

When there is an assortment of used clothing or canned food it is not necessary to list each item separately.

Example:       4 bags used clothing, 5 bags canned food assorted used toys,  
                  assorted new toys,  
                  1 used high chair, assorted small furniture items, 1 used couch, etc.

Never put a monetary value on anything, even if they give you a receipt to prove what they spent on it. Simply write in the item and tell the donor to use the receipt with their income tax, they may put the amount of the contribution in.

Give the donor the yellow copy.

Take the white copy to the office once a week.

## *Explanation of* **NEEDS/WANTS LIST FORM**

This form is to be used when requesting something from the office.

“Needs” are something necessary for the operation of the shelter that are too big or expensive for you to buy with your petty cash.

“Wants” are something that would make shelter life more pleasant or comfortable, or would help the residents in instruction or training.

The office will attempt to get the “needs” you have requested as soon as possible, and the “wants” as soon as funds permit.

Please put the reason for requesting the item. This will help the office staff to understand the need.

*Explanation of* **RESIDENT SIGN-IN/SIGN-OUT FORM**

This sheet is to be kept on a clip board in a designated location easily accessible to residents. Be sure to keep a pen or pencil that works tied to the clip board so a resident can't say there was nothing to write with when she left or came back so that you would not know when she left or came back.

Whenever a resident leaves the shelter, she must sign her name, put the date and the time she is leaving and her destination. When she returns she must sign in so that you will know she is back in the shelter.

Signing in and out is not optional for the residents, it is mandatory.

Residents must notify you in the morning if they plan to leave the shelter that day, and if it will be before or after lunch so that you will know whether to plan lunch for them. They cannot tell you at 11:30 a.m. that they are leaving and will not be home for lunch because by then you will have already planned food for them.

If they notify you in the morning, and you feel they will need a lunch, you should pack a lunch for them. Otherwise, they might go all day without eating if they have no money.

If a resident is going to leave the shelter before breakfast, she must notify you the night before so that you do not plan breakfast for her and her children.

Failure to sign in or out must be corrected.

## *Explanation of REVIEW FOR 15/30 DAY FORM*

### HOW TO USE THIS FORM CORRECTLY:

This form is to be used only when a resident is ready for her 15 day review. The House Manager will address the attitude and progress of the resident. She will also go over a list of items that should be part of her daily routine at this time. The Manager will address any concerns that she has regarding the success and continued stay at The Sheepfold. The resident shall be given the opportunity to share her opinion or concerns about staying in the program. It will be determined if The Sheepfold is a good fit for her personally.

This form will also be used at the time of the 30 day review of The Sheepfold program. The progress will be reviewed at the 30 fold portion of the Mark IV program. At this time the House Manager will address and any concerns that will determine if the resident will be allowed to continue her stay at The Sheepfold.

After the review has been explained to the resident and you have discussed it together, have her sign the form. This simply shows that the need for correction has been presented to her. Do not allow listed behaviors to continue beyond three days. They must be corrected at once. The House Manager doing the review with the resident should also sign the form and date it.

For those who grossly and openly break the rules, there is no form made out, you must simply ask them to correct the behavior immediately if it is not on the "Reasons To Be Asked To Leave List," or leave the shelter immediately.

This may seem hard, but remember, you are helping her to see that her behaviors have consequences, and often that is the very reason she is homeless, but not one has ever explained it to her.

The resident may leave The Sheepfold program at any time for any reason and your stay with us is not guaranteed but determined by your compliance with the rules. She will also be subject to random drug testing and you can be asked to leave at anytime because of a destructive or rebellious behavior.

## ***Explanation of WEEKLY MENU PLANNER FORM***

As House Manager you are required to plan your meals one week ahead of time. This accomplishes two things: it lets the other House Managers know what to prepare, and it allows for proper usage of donated foods which sometimes come in an abundance of one item.

It is the responsibility of each House Manager to prepare the weekly menu. She should, however, confer with the other managers if possible while preparing it.

Plan menus for every type of food item, so if you have an excess of any kind of food, you can find menus to help use it up in ways that taste good and are not just left overs. Be creative!!!

Before filling out the menu, be sure to check all of the food in your shelter, as well as checking with the food storage center, to determine what foods need to be used. This applies to canned foods as well as perishable foods. For example, if you have 25 cans of soup on hand, plan some casseroles that require soup, or that soup can be added to, and include a cup of soup with your luncheon menu that week.

Remember, this is a shelter. The meals should be simple but nourishing and tasty. Your residents come from all different backgrounds and will have varying tastes in food. You cannot please *everyone* with *every* meal but the more basic you keep the menu, the better chance you will have of satisfying all the residents. It's not like entertaining in your own home.

Use dry milk in your menu planning (it will taste like whole milk if you let it set for 1-1/2 days in the refrigerator). *Use it for cooking*. Mix it with whole milk to serve as a drink. Serve milk only once a day for adults. Use dry milk for all hot chocolate, puddings, pancakes, baking, etc. Serve eggs only twice a week unless you have abundance donated.

Avoid often repeated dishes that are highly seasoned or specialized, such as lasagna, spaghetti, chili beans, enchiladas, etc. It is good to have them once a week or so, if you have an excess of ingredients in those categories, such as beans or pastas, but that is all.

If you feel you only know how to cook certain dishes, *use* your menu books. It's fun to learn new cooking skills.

From time to time you may want to prepare a special dish at the request of a resident or child, but do not cater to the wishes of the residents when preparing your menus if they are contrary to what you know should be used.

Pray before you prepare a menu, and ask the Holy Spirit to give you wisdom. Also, pray over your meals as you prepare them and you will be surprised at the wonderful cook that you are.

Menu's run from Sunday to Saturday. Put new menu in shelter daybook, for easy access by the other House Manager's. BON APPETITE!!

## ***Explanation of VOLUNTEER SIGN-IN SHEET AND GUIDELINES***

There will be people bringing donations, people desiring to visit the shelter and volunteers coming to help at the shelter from time to time. Whenever anyone, except staff, comes to the shelter for any reason, have them sign the Volunteer/Donor/Visitor sheet you will find in your file box.

A good supply of forms should be kept on hand at all times. This sheet should be kept on a clipboard with a pen near the front door. A stack of brochures and newsletters should be kept beside it. Brochures and newsletters may be obtained from the office.

- a) Greet visitors as guests. Remember you are representing the ministry. Smile and make them feel welcome. Ask them to sign the sheet. Be sure the name, address, zip code, phone number, and email address is clearly written. Ask if they are on the mailing list or would like to be, then mark it on the sheet by their name.
- b) If they make a donation, ask if they want a receipt. Be sure to have receipts on hand, but not sitting out in the open. You can fill out the receipt or have the donor fill it out. Print name and address clearly at the top. List *general* categories of donations. Example: Mark "used" and write "4 bags misc. items, mark "new" , then write "3 bags food," etc.

NEVER put a money value on the receipt even if they want you to. They can do that on their income tax return.

- c) Give a brochure and newsletter only if they are not acquainted with the ministry. Don't just give them to everyone. If they want more information, tell them they may call the office or visit the website. (Phone number is on back of brochure).
- d) Be sure to bring Volunteer sheets to the office every week. Bring it even if there is only one name on it.
- e) Visitors may request a tour of the shelter. Give them a brief tour if they request it, but do not enter bedrooms if residents are in them. Be courteous to residents as house guests. Introduce visitors if residents are in the shelter. (This can be done, but we do not encourage it.)



*Explanation of* **GUIDELINES FOR VOLUNTEERS AND STAFF**

**GUIDELINES FOR HOUSE MANAGER:**

When there is a need for a volunteer

(Little Lambs, tutors, hair stylist, house help, help with meal preparation, group work days, etc.) Contact the office with as much advance notice as possible, and you will be notified ASAP about times, days and the names of the volunteers if they are available.

When you have a potential volunteer

Someone called or brought a donation to the shelter and is interested in getting further involved.

1. Have them visit the website to fill out a volunteer application or call the office.
2. Thank them for their interest in helping The Sheepfold ministry!! Let them know the volunteer coordinator will respond to the application with volunteer opportunities and information.

Many times groups or individual volunteers call the office asking to come to a shelter and work. When they are assigned a day and time, the office will call you, then you need to put it on your activity calendar which is always kept by the phone. Make an entry in your Day Book also, to be sure next House Manager knows.

**GUIDELINES FOR VOLUNTEERS:**

Welcome to The Sheepfold family!! Your volunteer efforts are a blessing to this ministry. Without you we would not be able to fulfill the vision God has given for The Sheepfold.

1. It is important not to become personally involved in the lives of the residents. It may be misunderstood by other residents as favoritism. Also, if your heart is touched by a resident's situation and you decide to give her cash, this must be cleared through the office.
2. All Volunteers must receive instructions and scheduling before going to a shelter. Please do not just show up at the shelter without notifying the office.
3. If you can not come on a scheduled time, please contact the Volunteer Coordinator, so we can re-schedule and let the House Manager know when to expect you.
4. When you arrive at the shelter, please park in the front or in the driveway. We would appreciate your not parking in front of the neighbors' homes.
5. When dealing with the children:
  - a) Our policy is that a volunteer is to never be alone with a child. All volunteers that are either working with children or going into the Sheepfold homes need to have a complete background check including fingerprints. In California, we use a fingerprinting resource called "Live Scan". We require FBI and DOJ (department of justice) background checks.
  - b) If you are outside, noise level must be kept very low because of the neighbors.
  - c) When the children are outside, they may not go out the gate or play in the front yard or on the driveway.
  - d) Any discipline problem is the mother's responsibility. Bring her to the child rather than taking the child to her.
  - e) Remember, abused children may be suspicious of strangers. Do not attempt to hug a child or take one on your lap until the child gives some indication that it is all right.
6. If you do not feel comfortable in your area of volunteering, please contact the Volunteer Coordinator and we will try to find something more suitable for you to do.

### *Explanation of DAY BOOK FORM*

- This is a very important form to be filled out every day by Day Manager on front side and Night Manager on reverse.
- This form allows each manager to know what is going on with the residents and the shelter.
- It allows House Managers to know what work has been done or needs to be done.
- It tells Night Manager what messages or instructions came from the office during the hours office was open.
- This form serves as a daily log for future reference when a question arises.
- This form alerts the other manager when a resident is being rebellious or not complying with the rules.
- This form allows House Managers to record small and large maintenance needs to be done by handyman, such as loose window panes, loose door knobs, switches that don't work, leaky faucets, etc., to be called into office and notation to be made when they are done.
- It is a running account of a resident's progress, and when it is time for her to leave, it records the actual move, when she's packing, transportation, where she's going, what supplies and furniture we gave her.

## **GUIDELINES FOR RESIDENTS WORKING AT THE THRIFT STORE**

1. The normal work shift is 10:00 a.m. - 2:00 p.m.
2. Upon arrival resident must report to the thrift store manager to receive assigned tasks for the day. These tasks should be completed before the end of your shift.
3. Resident will take 1/2 hour lunch at the time designated by the thrift store manager.  
Lunches should be packed at the shelter.
4. Residents may not shop or exchange clothes during working hours. Clothes may not be set aside for later. Resident may shop after 2:00 p.m. only if she has the proper form filled out by the house manager. A resident may bring things back for shelter purposes only if the house manager has directly requested items from the thrift store manager.
5. The thrift store manager is in charge while you are working at the thrift store. You will check with him/her if you have questions regarding anything.
6. KEEP A PROFESSIONAL ATTITUDE  
Remember you represent The Sheepfold in all you say and do. Enjoy the fellowship but do not be a part of any gossip. Do not talk to the volunteers about your personal problems. Dress should be neat, clean, and appropriate tennis shoes must be worn. Hair should be neat at all times.
7. Babysitting fees will be paid by The Sheepfold. Prior arrangements must be made according to the guidelines expressed by the House Manager.



# The Sheepfold

## MARK FOUR PROGRAM

“A resident’s entire stay with us is based on this Mark IV Program. The three phases, when followed, will lead her to independent living, and a new beginning. It is based on the ‘Parable of the Sower’ in Mark 4:3-20 in the Bible.”

Mark 4:20 *“There are some seeds which are sown on good ground; such as hear The Word and receive it and bring forth fruit, some **thirtyfold**, some **sixtyfold** and some a **hundredfold**.”*

### **THIRTYFOLD PHASE:**

- Begins when a new resident is taken into the shelter.
- She settles into the routine of the house, learns the rules, and is assigned certain household duties and responsibilities.
- Begins daily Bible studies and growth in the Word of God.
- She joins in all house or outside activities of the shelter.
- Begins gathering and keeping records regarding vital statistics, children’s school, medical and legal, etc.
- Deposits all monies received or in her possession.
- Completes her “Do List” within 30 days.

During the 30 day period of the Thirtyfold Program, her attitudes and accomplishments will determine her readiness to progress to Sixtyfold.

### **SIXTYFOLD PHASE:**

- During this time of her stay, the resident will begin to apply the knowledge she has received from the Word of God in her practical life situations.
- She will take responsibility for her own situation, no matter who caused it, and will begin to seek practical solutions for her needs.

## **MARK FOUR PROGRAM (Continued)**

### **SIXTYFOLD PHASE (Continued)**

- She will be given resource material to help in finding employment and child care.
- She will be taught how to tithe according to the Bible.
- She will receive help determining whether to be on welfare, or obtain employment or attend a short term job training program.

During the 60 days of the Sixtyfold program, her attitudes and accomplishments will determine her readiness to progress to Hundredfold.

### **HUNDREDFOLD PHASE:**

- She will open a checking account and follow a plan to budget money for independent living.
- She will find an apartment or qualify for the 2<sup>nd</sup> step program, find transportation and a home church.
- She will be helped with furniture and household items as much as possible by The Sheepfold if she is not going to the 2<sup>nd</sup> step program.
- She will continue in all the activities of the shelter until the day she leaves.

Upon completion of this phase, our resident leaves the shelter or moves into the 2<sup>nd</sup> step program and is once and for all off the rolls of the homeless. No longer a statistic, but a vital Christian woman proclaiming victory in Jesus!



**NOTE: USE THE ENTIRE MARK IV PROGRAM FORMS FOR RESIDENTS WHICH BEGINS FROM THE TIME A NEW RESIDENT ENTERS THE SHELTER, UNTIL THE TIME SHE LEAVES.**

## **HOUSE RULES FOR RESIDENTS**

To House Managers: These explanations are written to help you understand the rules and why they were made so you can explain them to the residents, and also make it clear that you did not make the rules, but as an employee you are responsible to see they are followed.

The rules will be the place where you and a resident will have problems, if there are going to be any problems. It is essential for you to know them forward and backward.

The rules act as your refuge, as a hedge around you as House Manager. You didn't make them, but you are there to enforce them. The residents do not have to like them, or understand the reason for them, but they do have to obey them. You do not have to justify the rules, just enforce them.

If you are on duty when a new resident comes into the shelter, it will be your responsibility to explain the rules to her. You must know them in order to explain them.

Each rule was made as the result of an experience which made a rule necessary. When you enforce these rules, you will have a smooth running, harmonious shelter.

As in everything, love is the key. Love for one another will cause automatic obedience of these rules. Selfishness will cause rebellion against them by a resident.

If a resident refuses to follow the rules, after you have completed a Review Form and discussed the problems with her, then you must ask her to leave the shelter.

### **DAILY SCHEDULE:**

- 7:00 a.m. This is the time the residents are to get up. They are not to get up and leave their rooms earlier unless the mother is working or has a child in school. Mothers and children must dress, wash up, comb hair, and make their beds neatly before going to the breakfast table. Rooms must be straightened up before leaving them in the morning with clothes hung up or put in drawers. Even if a resident is not going to eat breakfast, she must still come and sit at the table while her children eat.
- 7:45-8:45 a.m. Everyone comes to breakfast. As soon as they are finished eating, all of the residents help with dishes and straighten the kitchen. Breakfast is to be over and dishes done by 8:45. It is very important that you keep to the time schedule or your day will get out of hand.

## HOUSE RULES FOR RESIDENTS (Continued)

- 8:50-9:30 a.m. At this time you begin the daily Bible study. This time must be started with prayer. It is important that you take your spiritual *authority* at this time. Do not allow the residents to control the discussion or the teaching. Stay on course. Beware of those persons who ask far out questions while you are teaching. If they are unrelated to the study you are teaching, ask them to write the question down and you will talk to her later about it. If the question is in line with the study, ask her to bring it up at the close of your teaching.  
Bible studies are mandatory and all must attend.  
If applicable, a Christian video may be shown to the children at this time so the mothers can study. Teaching should not be longer than 20 minutes. This allows time for simple praise and worship and prayer for needs.
- 9:30-10:30 a.m. Residents' cleaning assignments are assigned by room number. Monday through Friday they have the same assignments. On Saturday a more thorough cleaning is done and that is also assigned by room number and is listed on the same page as M-F.
- 10:45 a.m. At this time, you will check the resident's room for neatness and cleanliness. Shades and curtains need to be at the same levels. Residents may do laundry if it is their day, wash hair, take baths, or go do errands and appointments. If a resident leaves the shelter she must return by 5:30 p.m., (this is mandatory) but not return between 1:00 p.m. and 3:00 p.m.  
Residents who leave must sign out, putting destination-estimated time of return, and sign in upon her return. If needed, you may pack lunches for those who are going out.
- 12:00 p.m. Those remaining in the shelter follow the normal lunch routine.
- 1:00 - 3:00 p.m. At this time the residents go to their rooms or leave the house for 2 hours. They are encouraged to put the children down for naps and to spend this time in personal Bible study and prayer. The children must be quiet so that others may rest and study.
- 3:30 p.m. The House Manager may use her discretion about serving a snack. These snacks should be very simple. Crackers and juice or a piece of fruit is fine.  
This is a good time for residents to share what they learned in their personal Bible study.
- 5:30 p.m. This is curfew. All residents must be in the shelter. There may be a resident who works until 5:30 and cannot be home until 6:00.  
This is an exception. All others must be in.  
The residents will be lax about this rule if you are.

## **HOUSE RULES FOR RESIDENTS** *(Continued)*

You may find a resident is coming in 15 to 20 minutes past the time every night. You must stop this or they will all do it. When a resident violates this rule and keeps having an excuse, you need to discuss this with her and tell her it must be corrected or she has to leave. Then if she is late again, you will have to ask her to leave.

- 6:00 p.m. Everyone must be home for dinner.  
The only exception would be a special arrangement with you for an exceptional need.  
If anyone does not come home for dinner and does not call you, she must be warned it could result in being asked to leave. This often requires a judgement call by you. Be aware that the welfare office closes at 4:00 p.m. which usually allows time to return on the bus, but there may be extenuating circumstances.  
If a woman is following the rules in every other area, this needs to be taken into consideration.  
If she is borderline in attitude and actions, however, it may be necessary to ask her to leave. This is your decision.
- 7:00 p.m. Mothers prepare infants, toddler and pre-schoolers for bed.  
Turns must be taken in the bathroom.  
There is not time for baths for each child. These must be given during the day. This is time for face washing, teeth brushing, going to the bathroom only. By adhering to this rule your evening will go much smoother.
- 7:30 p.m. Bedtime for infants, toddler, and pre-schoolers.  
The older children, thru age 5 to 8 now get themselves ready for bed.  
Mothers must oversee the children and put them to bed.
- 8:00 p.m. Bedtime for children, ages 5 to 8.  
If some residents are working, this is the only time for a Bible study they might have.  
If there are older children, they must either sit in on the Bible study or watch a Christian video while adults are in study.
- 9:00 p.m. All young people over the age of 8 go right to bed at this time.  
You will have to watch this time carefully because there will be a tendency for people to chat and want to visit after Bible study.  
Follow time schedule for residents in each room, taking turns to use bathroom.  
This is not the time for baths.  
They are allowed 10 minutes for simple preparations for bed.
- 7:00-9:00 p.m. Evening baths may be taken by residents and their children who are gone all day. Use this time to prepare lunches for the next day and clean up afterwards.



## **HOUSE RULES FOR RESIDENTS** *(Continued)*

10:00 p.m. You will need to check for lights and be sure everyone is settled down ready to sleep.

### **SATURDAY**

A more thorough house cleaning is done on Saturday.

A different cleaning schedule is written out according to room number.

It is on the same sheet as the daily cleaning schedule for each room.

If a woman works on Saturday, it must be arranged for her to do her share when she comes home or make other suitable arrangements so others are not required to do her work. Make sure you check their cleaning assignments before they can leave for the day.

### **SUNDAY**

Church attendance on Sunday is a requirement for staying at the shelter. We all go to church together at the church selected by Sheepfold staff and we all sit together at church.

Sunday is a shelter family day of fellowship and rest.

Plan a special dinner. Play praise music on the tape player.

Encourage a spiritual atmosphere.

Residents stay home.

Everyone comes right home from church.

Residents may not go out for the day, just to be away from the shelter. They may go out for a walk or go to the park up to 2 hours. Only planned outings are allowed on Sundays.

### **GENERAL RULES:**

#### **IN YOUR ROOM**

You will need to hang clean towels and wash clothes twice a week in each closet. See that hooks are fastened properly and that there are enough for each resident.

When residents change beds, give them a clean set of sheets and pillow cases.

Check resident rooms, under beds and in closets for neatness.

Soiled clothing should be kept in a hamper until wash day. (If hamper is not available, use plastic bag).

Clean clothes are to be folded and put in drawers or hung in closet.

There can be no open piles of clean or soiled clothing.

Eating or drinking in rooms is not allowed. Watch for candy wrappers or other indications of food in the room.

Children may have their own toys in their room, but are not allowed to bring shelter toys to their rooms, except for stuffed animals.

Infants, toddler, and pre-schoolers cannot be left alone in a room unless it is an infant that is safely in a crib or play pen.

## HOUSE RULES FOR RESIDENTS (Continued)

### IN YOUR ROOM (Continued)

Residents are not allowed to rearrange the furniture or the bedding.

They cannot remove the plastic covers on the mattresses or the pillows.

Residents are not allowed to have a TV or radio in their room.

Sometimes a woman or child will have a little radio or tape player with earphones. This use must be at the discretion of the House Manager. Often a teenager uses their tape player as a pacifier for the abuse they have experienced. This must be taken into consideration before restricting use. Only Christian tapes may be used, however.

### IN THE BATHROOM

It would take too much time for everyone to bathe at bedtime. Residents are to take their baths during the day. There is no time schedule for this, so residents must ask if someone needs to use the bathroom before they take a bath.

Tub must be washed by the resident with cleanser after each use.

You must see that supplies for this are available.

Check bathroom floor from time to time for water that has been left on the floor.

Children may *never* be left unattended in the bathtub. It is Mother's responsibility to take clothing and towels into bathroom with her so she does not have to leave children to get them.

Proper care of soiled sanitary napkins is very important.

Plastic baggies and paper bags *must* be kept in the cabinet at all times. You must keep these supplies on hand or residents will just toss soiled napkins and tampons in wastebasket if wrappings are not available.

Diapers can never be placed in wastebasket. They must be taken outside to trash can right after baby is changed.

Diapers *must* be placed in a plastic bag and tied tightly.

Disposable diaper fastenings do not hold well enough and your trash cans will become a real mess that attracts flies and bugs if all diapers are not wrapped in plastic bags.

Use stationary tubs, or shower, never the kitchen sink.

Only things that require water are to be done in the bathroom. Many people need to use the room, so dressing, make up and hair must be done in the bedrooms.

Watch the lights. Often residents go out and leave lights on. They need to be reminded from time to time.

An open door indicates that the bathroom is available. If door is shut, it will appear as if someone is in there. Residents need to be instructed to leave the door standing open when they leave the room.

It is your responsibility to see that bathrooms are safety-proofed for children. Be sure any cleaning materials, caustics or plastic bags are kept in cabinet with child-proof locks.

Keep safety plugs in electrical outlets.

## HOUSE RULES FOR RESIDENTS *(Continued)*

### LAUNDRY

Each resident must be instructed in the proper use of washing machine as to load size, amount of soap, water level and water temperature to use.

When a resident is washing on her assigned day, she must be sure to remove clothes as soon as washer stops because other loads may need to be done and washing, drying and folding can go on all day if not supervised.

House Manager will have to follow the room schedule for the assigned day each resident is to do her laundry.

Piles of laundry, clean or dirty, may not be left lying around the service porch. Clean clothes must be folded and put away immediately from the dryer, and soiled clothes must be kept in resident's room until put in machine.

No washing or ironing on Sunday.

### KITCHEN

Because there is a great deal of activity in the morning, it is usually best to just sweep the floor after breakfast and lunch, then mop it after dinner. However, this can be adjusted to fit particular shelter schedules.

Residents are not allowed to open refrigerators or freezers except to get bottles, medication or food for their babies or cold drinks for themselves or their children.

Residents are not allowed to bring food, drinks or snacks to the shelter. All of their food is being given to them and they are to be saving any money they may have, not wasting it on drinks and snacks that they don't need.

All food and drink must remain right in the kitchen/dining room area. This includes *coffee* and *tea*.

Do not keep the coffee pot going all the time. Coffee and tea are to be served at mealtime and snack time only. Coffee may be made throughout the day.

As House Manager, you may make coffee or tea at other times for yourself or the residents when you feel it is needed. But these are to be exceptions.

*Do not serve food or drinks during Bible study.*

Residents are not allowed to make their own coffee or tea.

For safety reason, kitchen area must be kept clear. Residents and especially children cannot be in the kitchen during meal preparation. Residents may help serve.

### THE CHILDREN

When the children are outside, they must remain in the backyard. Mothers need to be supervising them when they are playing. One mother may be designated to do this if others are doing their cleaning assignments. This is the only form of babysitting that is allowed. One mother may not watch another resident's children otherwise.

## **HOUSE RULES FOR RESIDENTS** *(Continued)*

### **CHILDREN** *(Continued)*

There are specific rules for changing of diapers.

1. Changing must be done in mother's own bedroom, not on couches, chairs, floor or other beds.
2. A towel or pad must always be placed under the baby.
3. Soiled diapers must be put in plastic bag, tied securely and taken to outside trash container immediately.

Toddlers are not to walk around the house with a bottle. Wherever they put the bottle down, drops fall out of the nipple and spots are made on the carpet and furniture.

The mothers who are with us often feel frightened and out of control due to the emotional stress they have been under. When their child(ren) act up they may overreact with anger. It is the House Manger's responsibility to see that there is no yelling, cursing or face slapping by the mothers. There are other forms of abuse which must be watched for. Check your guide in the back of this manual if you are not sure what constitutes child abuse.

You may need to explain the proper ways to correct or discipline the child. Further on in the manual, there are rules regarding proper scriptural discipline.

### **YOURSELF**

No alcohol or drugs may be taken while a woman is with us. If this rule is violated, we want to seek further help for her, not just put her out. It will be necessary to call the office and get some help regarding referrals and determining how we can best help this woman and her child(ren).

Staying out all night is one of the reasons for being asked to leave immediately. When a resident does this, she usually knows she has to leave and will quietly pack up and go. Sometimes, however, she may resist leaving because she feels she had a good excuse. This, then, becomes a judgement call the for House Manager.

If the woman has been a cooperative resident in all other areas, who is sincerely trying to pull her life together, and her reason seems valid, the House Manager may determine to keep her.

However, a word of warning here, we have found that once a resident is given a special concession or permission contrary to the rules, she often becomes more difficult to work with, and may develop a rebellious attitude. We know it happens, but we don't know why.

Lending or borrowing money is expressly forbidden between residents for 3 reasons:

1. It is often not paid back and breeds strife.
2. If borrowing money is a necessity, perhaps a resident needs instruction or budgeting or financial priorities.
3. The Bible says, "Neither a lender nor a borrower be."

## HOUSE RULES FOR RESIDENTS *(Continued)*

### YOURSELF *(Continued)*

Smoking is often a crutch to women who are under emotional pressure. We don't try to take the cigarettes away because this would only lead to smoking in secret. But, we do regulate when and where they may smoke until they mature enough in the Word of God to quit by themselves.

1. Smoking is NOT allowed in or outside the Sheepfold home. We are a non-smoking facility
2. Smoking is not allowed *anywhere* in the house or outside on Sheepfold property. If this rule is broken, the resident may be asked to leave immediately because she has endangered the safety of the other residents and children by smoking in the house.
3. Often smokers want to go out right after a meal and smoke. They are not allowed to do this. Clean up must be done first, otherwise, all the food and dishes just sit on the table or the non-smokers always end up doing the clean up. This becomes like a hotel for the smokers.

Dating is not permitted while residents are with us and they are not allowed to give *phone number* or *address* to boyfriend or husband.

All medications should have been reported to the office at time of application for shelter. House Manager must never administer medication to a resident or a child. House Manager must never take responsibility for a resident's medications or for seeing that she takes them. You may remind her or help her to take responsibility for her own care.

Encouragement to pursue goals, even small ones, often becomes part of a House Manager's job. Homeless women are often not goal-oriented and don't even feel that they have a future. Your encouragement through the Word of God can have a strong influence on them.

### OTHER

Residents are not allowed to give the shelter address to *anyone*, not even their mother. The reason for this is that often a violent husband or boyfriend may go to the home of a resident's parents and demand to know where she is, and if they know and they are frightened by him, they will tell him the shelter address which results in him coming directly to the shelter to get her.

Meeting with friend or relative may be arranged at a nearby location, but no one is to come to the shelter to pick up a resident, or bring her back.

Mailing address for resident to use is the ministry office.

Residents do not go to the neighbors for anything!!

Not for help with car problems.

Not if they are locked out and it's cold.

Not if the child's ball or toy goes over the fence.

Not borrow anything.

## HOUSE RULES FOR RESIDENTS (Continued)

### OTHER (Continued)

If there is any problem or complaint from a neighbor, notify the office *immediately*. Do not handle it yourself without talking to the Director. Small situations can blow out of proportion if not handled properly.

Cars are to be parked on our property or in front of our shelter, never in front of neighbors' houses. If there is need for more parking and shelter driveway is full, have resident go around the corner to park or find a space that is not right in front of a house.

Do not leave cars on street for long periods of time or they will be ticketed by police.

Be aware if there are requirements to clear the streets for street cleaning at certain times of the week. This will also result in a ticket.

Have residents use extreme caution when moving their cars to avoid children. When driving in and out of driveway, remind residents to watch for children.

Coming and going to and from the shelter is to be done as unobtrusively as possible:

1. Residents enter and leave by a back entrance.
2. Only one family leaves or returns at a time. Even if it is a group outing, send families out to the cars one at a time.

Residents will not care if they turn out lights or not. You will have to instruct them to do so. If utility bills are excessive, the office may call you and try to help you determine the cause.

As House Manager, you must keep control of the thermostats for heating. Residents are not allowed to adjust thermostats. You need to learn location of furnaces and thermostats.

You will need to see that there is always a Sign-in/Sign-out sheet on the counter for residents to use. They are required to sign in and out and put destination and estimated time of return to the shelter.

If a resident is leaving the shelter for the day, when her cleaning assignments are finished, she must notify you by 10:00 a.m. so you will not plan lunch for her. She may need to take sack lunches if she has welfare or medical appointments. You can pack lunches for her and her children.

It is House Manager's responsibility to lock all doors at 9:00 p.m. This is time to begin settling down for bed. Residents may not go out or come in after 9:00 p.m. Not even to smoke. If a woman comes home after 9:00 without notifying you, you may let her go to bed, but in the morning the House Manager on duty must analyze the situation and determine whether she can continue her stay at the shelter.

## **HOUSE RULES FOR RESIDENTS *(Continued)***

### **WHEN YOU LEAVE**

This can be a very difficult time for you as a House Manager. Whether the resident's length of stay is over, or she was asked to leave, there will be a lot of emotion involved.

If you know ahead of time, go over the "When A Resident Leaves (HM212)" with her before she leaves. If it happens suddenly, fill out the form and just be as brief and kind as possible.

1. Forwarding address must be given, if possible. Otherwise, mail will be returned in 2 weeks if we do not have an address.
2. Everything brought into shelter must be taken. If she must take a bus, then things must be packed and we will keep them 2 weeks only.
3. Be sure towels, sheets, clocks, lamps are still in room when resident leaves.
4. Room should be left clean and neat, but do not antagonize resident over this if there is tension.

Try to maintain as much of a loving atmosphere as possible during this time. The other residents will be nervous also, knowing they will have to leave some day when their stay is over.

Review "When a Resident Leaves" in the House Manager section of this manual for steps to follow.

## CLEANING ASSIGNMENTS FOR RESIDENTS

### NOTES TO HOUSE MANAGERS:

- Cleaning is assigned by rooms, so every resident has an equal share.
- You will need to explain to new residents the importance of doing her cleaning assignments.
- You will have to have cleaning supplies; brooms, rags, cleanser, floor wax, mops, dust cloths, pails, toilet brushes, glass cleaner, oven cleaner, feather dusters, etc. always on hand, and know exactly where they are.
- See that all cleaning supplies and materials are returned to you when cleaning assignments are finished by residents.
- To avoid confusion, keep all supplies in the same place and check them often to see if you need to get more supplies.
- Bathroom cleaning is very important for sanitary protection of residents. Toilets *must* be disinfected every day. Toilet bowl is to be scrubbed inside and out, and seat is to be wiped off with disinfectant.
- All cleansers for porcelain and chrome are to be cleansers that will preserve shine. Never give residents abrasives to use for cleaning.
- You may have to show some residents how to clean. How to mop a floor. How to scrub out and rinse the tub.
- You will need to supervise chores while residents are doing them. Do not become involved in doing cleaning yourself during this time. You will need to be free to go from room to room.
- Every shelter is slightly different in room arrangement, so you will need to adjust cleaning assignments to fit your particular shelter.



**\*\*THIS IS AN EXAMPLE ONLY FOR A 4 BEDROOM HOME. ASSIGNMENTS WILL VARY ON THE SIZE OF HOME\*\***

**PLAN 4  
CLEANING ASSIGNMENTS FOR RESIDENTS  
IN ROOM 1 (use in a Four bedroom home)**

In order to maintain love, harmony, order and cleanliness, you will be responsible for the following cleaning assignments to be done from 9:30-10:30 a.m. every day except Sunday during your stay here.

**Daily Assignment:**

**Clean bathroom**

1. Clean mirror with glass cleaner.
2. Wipe fingerprints from woodwork and walls.
3. Wipe baseboards with damp cloth.
4. Scrub wash basin and countertop with cleaner.
5. Scrub tub or shower stall with cleanser. Rinse well.
6. Scrub toilet bowl with toilet bowl cleaner  
(carefully bleach caulking at toilet base once a week)
7. Wipe seat, lid, tank and outside of toilet with disinfectant.
8. Mop floor and empty wastebasket.
9. Replenish supplies: toilet paper, plastic bags, brown paper bags, paper towels & liquid hand soap.
10. Change bathroom rug and bathmat once a week.
11. Turn off lights when not in use. Open window during the day.

**Keep Your Bedroom Neat**

- Every day you are responsible for keeping your bedroom neat.
- Beds are to be made when you get up.
- All clothes must be hung up or put in drawers.
- Put all personal grooming items in dresser drawers.
- Pick up everything that is on the floor and put it away.

**Saturday Assignment:**

**Service Porch**

1. Wipe all appliance surfaces and counter with cleaner. (Top & sides & front)
2. Scour stationary tub with cleanser.
3. Tidy up shelves over washer and dryer.
4. Dust blinds.
5. Dust walls and cabinet fronts.
6. Wash windows (inside).
7. Wipe window sills.
8. Wipe louvered closet doors and ledges.
9. Wipe closet floors. Organize closet.
10. Wipe baseboards with damp cloth.
11. Sweep and mop floor. Wax as needed.
12. Every other week, have manager help pull out washer and dryer to clean floor behind them.

## PLAN 4

### CLEANING ASSIGNMENTS FOR RESIDENTS IN ROOM 1 (*use in a Four bedroom home*) (*Continued*)

#### Living Room

1. Pull out sofa and move coffee table. Vacuum carpet and replace furniture.
2. Feather dust blinds and lamp shades.
3. Clean sills and wash windows inside.
4. Vacuum drapes, sofa, chairs, & under their cushions.
5. Polish furniture with non-wax product.
6. Feather dust computer & table. Wipe monitor screen (if applicable).
7. Dust fireplace mantle and flower arrangements.
8. Clean around fireplace base with glass cleaner. Vacuum decorative logs.
9. Sweep floor in entry way. Wipe with damp cloth. Vacuum entry rug.
10. Wipe fingerprints off hall doors, woodwork, and louvered closet doors.
11. Clean front door window, and door. Gently dust front door wreath.
12. Clean mirror and glass on built-in hutch (if applicable).
13. Vacuum living room; move chairs.
14. Once a month, dust glass shelves (if applicable).
15. Do not clean manager's desk (if managers desk is in living room).

#### Clean Your Bedroom

1. Dust dresser, window sills, night stands.
2. Feather dust louvre blinds. Put blinds at same level.
3. Wash fingerprints off woodwork and doors.
4. Clean under beds.
5. Clean mirror and window inside with glass cleaner.
6. Empty wastebasket.
7. Change sheets and pillow cases.
8. Wipe baseboards with damp cloth.

Room 1, your washday is on MONDAY. You may wash your personal laundry from 9:30 a.m. to 12:00 noon. All clothes are to be taken out of the wash and dryer as soon as they are ready.

No washing may be done between 1 p.m. and 3 p.m. Laundry may be finished between 3 p.m. and 6 p.m., if necessary.

## PLAN 4

### CLEANING ASSIGNMENTS FOR RESIDENTS IN ROOM 2 *(use in a Four bedroom home)*

In order to maintain love, harmony, order and cleanliness, you will be responsible for the following cleaning assignments to be done from 9:30-10:30 a.m. every day except Sunday during your stay here.

#### **Daily Assignment:**

1. Sweep kitchen, porches and entry ways.
2. Sweep family room and dining room.
3. Mop kitchen, dining room, service porch, after dinner.
4. Vacuum family room.
5. Clean sliding glass doors, inside and out with glass cleaner.

#### **Outside:**

1. Rake front yard.
2. Sweep driveway.

#### **Keep Your Bedroom Neat**

- Every day you are responsible for keeping your bedroom neat.
- Beds are to be made when you get up.
- All clothes must be hung up or put in drawers.
- Put all personal grooming items in dresser drawers.
- Pick up everything that is on the floor and put it away.

#### **Saturday Assignment**

##### **Family Room**

1. Wipe paneling with clean, dry cloth.
2. Vacuum couch (remove pillows).
3. Clean window sills and vacuum along sliding door.
4. Polish tables and book case with non-wax product.
5. Straighten books and cassette tapes and toys.
6. Feather dust louvre blinds and ceiling fans.

##### **Dining Room**

1. Wipe paneling with clean, dry cloth.
2. Wipe counter top with glass cleaner.
3. Dust all surfaces, pictures and shelves.
4. Polish dining room table and chairs.
5. Apply floor sealer or wax as directed by House Manager.

## PLAN 4

### CLEANING ASSIGNMENTS FOR RESIDENTS IN ROOM 2 (*use in a Four bedroom home*) (*Continued*)

#### **Saturday Assignment** (*Continued*)

##### **Hallway**

1. Wash banisters. Wipe thoroughly with clean cloth.
2. Wipe fingerprints off woodwork and walls.

##### **Outdoors:**

1. Pull weeds (check with House Manager which are weeds).
2. Water lawn and shrubs.
3. Clean trash area.
4. Sweep driveway.

##### **Clean Your Bedroom**

1. Dust dresser, window sills, night stands.
2. Feather dust louvre blinds. Put blinds at same level.
3. Wash fingerprints off woodwork and doors.
4. Clean under beds.
5. Clean mirror and windows inside with glass cleaner.
6. Empty wastebasket.
7. Change sheets and pillow cases.
8. Wipe baseboards with damp cloth.

Room 2, your washday is on TUESDAY. You may wash your personal laundry from 9:30 a.m. to 12:00 noon. All clothes are to be taken out of the wash and dryer as soon as they are ready.

No washing may be done between 1 p.m. and 3 p.m. Laundry may be finished between 3 p.m. and 6 p.m., if necessary.

## PLAN 4

### CLEANING ASSIGNMENTS FOR RESIDENTS IN ROOM 3 *(use in a Four bedroom home)*

In order to maintain love, harmony, order and cleanliness, you will be responsible for the following cleaning assignments to be done from 9:30-10:30 a.m. every day except Sunday during your stay here.

#### **Daily Assignment:**

##### **Living Room**

1. Dust furniture
2. Clean mirrors with glass cleaner
3. Vacuum areas indicated by House Manager.

##### **Kitchen**

1. Take trash out and rinse wastebaskets in kitchen and service porch.
2. Put new plastic bags in wastebaskets.
5. Wipe refrigerator, stove and oven with damp cloth, then dry one.

##### **Outside:**

1. Rake backyard.
2. Sweep patio.
3. Wipe off patio table and chairs.
4. Straighten patio toys and furniture.

##### **Keep Your Bedroom Neat**

- Every day you are responsible for keeping your bedroom neat.
- Beds are to be made when you get up.
- All clothes must be hung up or put in drawers.
- Put all personal grooming items in dresser drawers.
- Pick up everything that is on the floor and put it away.

#### **Saturday Assignment:**

##### **Kitchen**

1. Wash windows inside.
2. Sweep, mop and shine kitchen floor.
3. Wipe finger marks off cupboards.
4. Wipe appliance surfaces with cleaner.
5. Soak burner covers.
6. Clean oven with oven cleaner.
7. Wipe counter tops with cleaner.
8. Empty trash and wash containers.
9. Clean toasters.

## PLAN 4

### CLEANING ASSIGNMENTS FOR RESIDENTS IN ROOM 3 (*use in a Four bedroom home*) (*Continued*)

#### Saturday Assignment (*Continued*)

##### **Resident's bathroom**

1. Clean basin with cleanser.
2. Mop floors.
3. Clean mirror with glass cleaner.
4. Scrub inside and outside of toilet cleanser.
5. Wipe toilet seat with disinfectant.
6. Wipe out window sill.
7. Clean window inside with glass cleaner.
8. Feather dust louvre blinds.
9. Wash spots off door and woodwork.
10. Wipe baseboards with damp cloth.

##### **Clean Your Bedroom**

1. Dust dresser, window sills, night stands.
2. Feather dust louvre blinds. Put blinds at same level.
3. Wash fingerprints off woodwork and doors.
4. Clean under beds.
5. Clean mirror and windows inside with glass cleaner.
6. Empty wastebasket.
7. Change sheets and pillow cases.
8. Wipe baseboards with damp cloth.

Room 3, your washday is on WEDNESDAY. You may wash your personal laundry from 9:30 a.m. to 12:00 noon. All clothes are to be taken out of the wash and dryer as soon as they are ready.

No washing may be done between 1 p.m. and 3 p.m. Laundry may be finished between 3 p.m. and 6 p.m., if necessary.

## PLAN 4

### CLEANING ASSIGNMENTS FOR RESIDENTS IN ROOMS 4 (*use in a Four bedroom home*)

In order to maintain love, harmony, order and cleanliness, you will be responsible for the following cleaning assignments to be done from 9:30-10:30 a.m. every day except Sunday during your stay here.

#### **Daily Assignment:**

##### **Outside**

1. Rake front yard.
2. Sweep Driveway.
3. Rake backyard.
4. Sweep patio.
5. Wipe off patio table and chairs.
6. Straighten patio toys and furniture.
7. Hose trash barrels.

##### **Keep Your Bedroom Neat**

- Every day you are responsible for keeping your bedroom neat.
- Beds are to be made when you get up.
- All clothes must be hung up or put in drawers.
- Put all personal grooming items in dresser drawers.
- Pick up everything that is on the floor and put it away.

#### **Saturday Assignment:**

##### **Resident's Bathroom**

1. Clean basin with cleanser.
2. Mop floors.
3. Clean mirror with glass cleaner.
4. Scrub inside and outside of toilet with cleanser.
5. Wipe toilet seat with disinfectant.
6. Wipe out window sill.
7. Clean window inside with glass cleaner.
8. Feather dust louvre blinds.
9. Wash spots off door and woodwork.
10. Wipe baseboards with damp cloth.

##### **Outdoors**

1. Pull weeds (check with House Manger which are weeds).
2. Water lawn and shrubs.
3. Clean trash area.
4. Sweep driveway.

## PLAN 4

### CLEANING ASSIGNMENTS FOR RESIDENTS

#### IN ROOMS 4 (*use in a Four bedroom home*) (*Continued*)

##### Clean Your Bedroom

1. Dust dresser, window sills, night stands.
2. Feather dust louvre blinds. Put blinds at same level.
3. Wash fingerprints off woodwork and doors.
4. Clean under beds.
5. Clean mirror and windows inside with glass cleaner.
6. Empty wastebasket.
7. Change sheets and pillow cases.
8. Wipe baseboards with damp cloth.

Room 4, your washday is on THURSDAY. You may wash your personal laundry from 9:30 a.m. to 12:00 noon. All clothes are to be taken out of the wash and dryer as soon as they are ready.

No washing may be done between 1 p.m. and 3 p.m. Laundry may be finished between 3 p.m. and 6 p.m., if necessary.



## *Explanation of PERSONAL HYGIENE FOR RESIDENTS*

Often residents come into the shelter with a very low self image. The purpose of personal hygiene requirements for residents is two-fold, one is to improve her own feelings about herself, and the other is to make it pleasant for others around her.

Whenever you find someone has strong body odor, greasy hair or teeth that have not been brushed, it will be necessary for you to require that resident to comply with the hygiene rules.

You may have to order her to clean herself up in order to remain in the shelter. This is never pleasant, but when it is done with love, the results can be wonderful. No one may have ever cared enough about her to tell her, even as a child.

A resident may not have any personal hygiene supplies of her own. The shelters are kept supplied with these items and you may give them out at your own discretion.

Try to give each resident cologne if there is some available that has been donated. Shampoo, deodorant, toothbrushes and toothpaste, combs and brushes, sanitary napkins, plastic bags and small brown paper bags must be kept on hand at all times. If you run out, be sure to order more.

Praise the residents when they have made an effort to look nice. If they are going on a job interview, or to get an apartment, remind them that their appearance will make the difference, because appearance tells so much about them. Employers and apartment owners have their pick, so have residents do all they can to present a good image.

## ***Explanation of DRESS CODE FOR RESIDENTS***

The resident dress code must be in force at all times. Proper dress shows respect for God and also for self. Dressing sloppy is a form of rebellion. A shelter feels like home to a resident and they will begin to act the same way they did when they were growing up.

Emotional immaturity is often the major cause of behaviors that lead to homelessness. A resident, no matter what age, when placed in home-like surroundings with a house manager representing an authority figure, will often revert back to immature actions.

By enforcing the dress code, a resident is reminded that she is an adult now and will be held accountable for her actions.

The desire to wear shorts in the summer can sometimes become a big issue. Unfortunately, this is one of those situations where if you allow one resident to wear them at a modest length, the next day they will begin to appear in short shorts and bathing suit bottoms.

Any item of wearing apparel that is not on the list but is unsuitable or objectionable must not be allowed to be worn.

The wearing of a bra, underwear and shoes are mandatory. If a resident does not have these items of clothing, and new ones are not available from the clothing room, they must be purchased for her.

Slippers or booties do not provide sufficient safety for the feet and are not permitted around the house in place of shoes. Slippers or booties may only be worn at night in resident's bedroom.

Thongs are not considered shoes, therefore they may not be worn. They do not protect the feet from sharp objects or stubbed toes and they are often slippery on anything wet.

Stockings have not been mentioned, but it is highly recommended that they be worn inside shoes for comfort and hygiene.

## *Explanation of IN-HOUSE PHONE RULES*

**Phones are essential to avoid extremely high phone bills due to misuse of the privilege of using the regular phone.**

**The printed “phone rules” are to be posted in a conspicuous place by the phone.**

- 1.) A resident may not give out the phone number to anyone except a potential employer, or her child’s school, or her Social Worker. The only exception that may be made is if she has applied for an apartment and they need to call her.
- 2.) The number may be given to children who attend school so they will know how to call the shelter. The number should also be given to a child who is going on an outing without the mother.
- 3.) Mothers are to keep their children with them when they use the phone, if possible. If it is not possible, then calls must be kept very short so children are not left alone.
- 4.) No phone calls are allowed between 1:00 and 3:00 p.m. This is quiet time. No phone calls may be made before 7:00 a.m. or after 9:00 p.m. unless there are extenuating circumstances. These require House Managers approval.

Bible study time is to be set apart. Residents may not make or receive calls during that time, again, unless there are extenuating circumstances.

Just before mealtime or just after mealtime a resident may not use the phone or receive calls.

- 5.) You may have to use a timer to enforce 10 minute time limit if a resident habitually talks longer than that.
- 6.) Residents may not make collect calls from shelter because the number will show up on the bill of the person called and if there is an abusive husband, he will be able to call the number where she is.
- 7.) There is no danger in pre-paid cards so they are allowed.
- 8.) Beepers and cellular phones can be easily traced for originating number.

### **NOTE:**

- There are three reasons for strict adherence to the phone rules. One is to avoid calls to residents from old friends who may have a harmful influence upon them. Another reason is to prevent long drawn out calls with friends or relatives that tie up the phone when others need it. The third reason is for your sake. If each resident was receiving calls from friends, relatives, employers, social services, etc., you would be running to the phone all day long and then when a resident leaves the shelter, all those people who have the number would keep calling, not knowing she had left; and when you multiply that by many residents, you can see what you would be up against.

*Explanation of IN-HOUSE PHONE RULES (Continued)*

- If a resident continually abuses the phone privilege, at your discretion you may restrict or remove her phone use for a certain length of time or permanently, in which case she will have to use a public phone during her free time.
- Never give your staff phone to a resident to use, and never give her the phone number. We have had cases where a resident charged calls to the number after she left the shelter, and one case where a former resident's boyfriend continually called, thinking we were keeping her from him; he finally became abusive and called every few minutes.
- As a house manager, always remember, the phone is a privilege we give the residents, not something we have to do, and they should regard it the same way.

## *Explanation of CELL PHONE RULES*

### HOW TO USE THIS FORM CORRECTLY:

This form is to be used to explain the rules for cell phones.

Each Resident will have a time of two weeks when they will be without a phone. They will need to change their phone number. After two weeks the House Manager will assess the resident's ability to pay for her current plan. The plan may need to be adjusted according to finances and for security reasons. We do not allow I-Phones (smart phones) or internet access while staying at the Sheepfold. The cell phone may not be used inside the shelter and will need to be checked in with a House Manager upon entering the house. There will be no sharing or lending cell phones to other residents.

### RIVERSIDE CELL PHONE RULES

Each resident will have a time of two weeks when they will be without a phone. They will need to change their phone number. After two weeks the House Manager will assess the resident's ability to pay for her current plan. The plan may need to be adjusted according to finances and for security reasons. We do not allow I-Phones (smart phones) or internet access while staying at the Sheepfold. The cell phone may not be used inside the shelter unless you are in a meeting with the House Manager and they need you to use your phone. Do not let them bring their cell phones to Bible study, or dinner. There will be no sharing or lending cell phones to other residents. The resident may have their phone after the two week period and the House Manager feels it safe.

## ***Explanation of REASONS FOR BEING ASKED TO LEAVE***

There are 15 reasons that a resident may be asked to leave. We want to show grace as much as possible. So these are guidelines to ask a resident to leave. Wherever possible there should be warnings, verbal and written, to help her follow the guidelines. If possible, we should have a majority opinion from all 3 house managers before asking a family to leave. The only exception to this rule would be a threat or violence to a manager or another resident in the home.

### **1. Giving out the address of the shelter**

We are a safe house. If a resident reveals the address of the shelter she will be asked to leave the shelter. They have been told several times in the interview process and in the shelter to never reveal the location of the home. Everyone in the home has been endangered, managers as well as mothers and children. There cannot be any exceptions to this rule.

### **2. Failure to observe 5:30 p.m. curfew**

Curfew is at 5:30 unless special arrangements have been made for job or school. Repeated violations with no valid excuses should result in being asked to leave the shelter. If a habitual problem of being late is not being dealt with it will effect the other residents in their ability to follow the rules.

### **3. Use of drugs or alcohol**

*Any* use of drugs and/or alcohol will result in being asked to leave the shelter. We are not a drug rehabilitation home or lock down facility. So we are not best able to help someone with an active drug/alcohol problem. Because we do drug test in the interview process we know they are drug free upon entering the shelter. If you notice strange behaviors, smell of alcohol, or other warning signs you may drug test them at any time. They should be asked to leave with in a day or so as long as their behavior complies with the rules. Try to help her by finding resources for her drug/alcohol problem. If you allow her stay you will give the other residents the impression that it is o.k. for them to use drugs/alcohol.

### **4. Not following the rules**

When the resident frequently does not follow the rules, bring her into the office, talk with her and fill out a disciplinary form. If the behaviors continue, all 3 managers should be consulted before asking the resident to leave. It is difficult for many of the residents to follow all the rules so grace needs to be observed as much as possible. A resident who violates many of the rules and displays a bad attitude needs to leave the shelter before effecting the success of the other residents.

### **5. Staying out all night**

If a resident does not return home until the next day she should be asked to leave the shelter immediately. We find that when a resident willing fully decides to stay out all night she is returning to the old life style of drugs, dating, or returning to their abuser. If she does not call or return early the next day, you need to consider calling Child Protective Services because she has abandoned her children.

*Explanation of REASONS FOR BEING ASKED TO LEAVE (Continued)*

- 6. There is no contact with male friends, boyfriend or husband**  
While the resident is with the Sheepfold she has been informed of the no dating or contact with male friends.
- 7. Smoking in the house**  
We are a non-smoking facility. Residents are allowed to smoke off our property. If she chooses to smoke in the house or on the property she is deliberately choosing to disregard the rules.
- 8. Refusing to cooperate with the House Manager**  
As a House Manager, you have a position of respect. You never need to take abusive words or harsh treatment (verbal or physical). If a resident is angry at you for doing your job or profane or abusive language you may ask the resident to leave. You may use your own discretion in this case, and if you feel she should be given another chance, then that would be your decision. You should use the disciplinary form.
- 9. Complaining about the food**  
This is a problem which often arises because residents come from different backgrounds and cultures. However they are in a shelter. The food is being provided for them and being prepared by the House Manager. To complain about the food is a sign of ungratefulness. The dinner menu should include fruit, vegetables, salad, and a main dish. If the resident doesn't like the main dish she can get plenty to eat with vegetable, fruit and salad. We may have a vegetarian mother, having plenty of side dishes will enable her to eat a complete meal. Constant complaining causes strife in the shelter. This complaint should be handled with verbal warnings and with a disciplinary form. A last resort would be to have someone leave over this complaint.
- 10. Stealing**  
If a resident is caught stealing anything from another resident or staff member, she should be asked to leave the shelter. It is very difficult sometimes to determine who has stolen an object or if it was really stolen. Go very slowly and cautiously in accusing someone of taking something. Even if the person reporting the theft is very sure who took the item. Only if you find the stolen property or she has admitted to stealing can you ask her to leave.
- 11. Causing a disturbance**  
Arguing and fighting is not to be tolerated in the shelter. An atmosphere of peace should be maintained at all times. If a resident breaks this rule and fights or argues with staff or another resident she can be asked to leave.

*Explanation of REASONS FOR BEING ASKED TO LEAVE (Continued)*

**12. Failure to report medication or a contagious Medical problem**

To preserve the health and safety of residents and staff, no one with a known contagious disease should be sheltered. Medications for severe mental problems present challenges that only medical professionals are equipped to handle. For this reason, sometimes applicants do not report the fact that they or children are contagious. To protect the health of everyone in this group home atmosphere, we unfortunately, should have them leave. This is a very difficult situation and we should try to help them find other resources.

**13. Failure to follow dress code**

For safety reasons, shoes should be worn at all times by women and children. Women may wear sandals. Children's sandals must have heel strap so they cannot kick them off easily. Bare feet are not allowed. Many of the mothers today dress provocatively. For the sake of modesty in our Christian home, revealing t-shirts, low-cut blouses, low-cut dresses, or any sexual overt clothing may not be worn. A bra must be worn under all clothing. Children are required to be dressed during the day and cannot run around in pajamas. Robes and pajamas and nighties are not allowed to be worn around the house at any time. You may need to purchase or go to the thrift store to acquire clothes that will meet the dress code.

**14. Destruction of Sheepfold property**

If a resident or her children are destructive with the furnishings or the shelter and will not accept correction she may be asked to leave. It is a good idea to show grace considering the background that many of these families come from. But if the destruction persists, you may have to ask her to leave.

**15. Destructive attitude**

This refers to a griping, complaining, strife causing attitude. Every woman in the shelter is coping with overwhelming problems. A resident with a negative attitude can effect the whole household. You need to speak with her and give her specific comments that she has made that are effecting the house negatively. This is another area where grace and understanding is needed. A resident's attitude is the whole basis for her success or failure, not only at the shelter but in her life. It may be necessary to share this with her. If the problem continues and she refuses council, she can be asked to leave. Because there can be personality conflicts between a manager and resident, there should be a majority opinion from all the House Managers involved with her case.



## *Explanation of TELEPHONE INTERVIEW FORM*

Normally all interviewing is done at the office by office staff, but if a shelter is just starting up and there is no office staff yet, or for some reason the office is closed, it may be necessary for a House Manager to set up an interview with a prospective resident.

Before setting a time for an interview, the Telephone Interview sheet must first be filled out.

When applicant gives name, if an alphabetical print out of former residents is available, look up name to be sure she has not stayed with us before. We do not take a resident back for a second time once she has stayed with us.

If a print out of former residents is not available, ask if she has ever stayed with us before. If the answer is yes, give her a few referrals for other shelters from your referral list. If you do not have a referral list, be sure to get one from the office.

Ask caller if she has children. If she says no, tell her we only take women with children and give her referrals to other shelters. If she says yes, ask her if the oldest boy is 15 or over. If he is, we would not be able to take them due to the nature of our shelter for women and children.

Ask her when she needs the shelter. If not today, ask her to call back when she is ready to come to the shelter. Give any information she may need to make her decision.

When asking the next question regarding whether she receives welfare, disability compensation or SSI, use courtesy and tact. This question is not designed to find out how much money she receives a month, it is designed to help us determine whether or not she would be able to come to the shelter. If a woman is receiving disability payments, we need to know if a disability exists that would prevent her from going to work or participation in the shelter program.

If a woman is receiving SSI payments, it usually indicates a permanent disability, usually a mental problem. Since this would make it impossible for her to participate in the shelter program, we would be unable to take her in.

Ask caller if she has ever stayed at another shelter. If yes, find out where it was and how long she was there. This information is necessary in the event we need to call the shelter to verify any questions we may have. Her length of stay may indicate to us if she had any problems there.

Ask caller where she is staying now and how long she has been there. This helps to determine her needs and whether she is ready to come into a shelter.

It may not be possible to obtain a phone number if she is moving around, but try to get one if possible.

*Explanation of TELEPHONE INTERVIEW FORM (Continued)*

Ask if she is working and the questions that pertain to her work on the form. Many times there working situation is the determining factor as to whether or not she would be able to stay with us. For example, if a woman is working from 3:00 p.m. to 11 p.m., our program probably would not work for her.

After finding who referred her to the shelter, if you feel she would benefit from being at the shelter, set up a time for an interview.

Any pertinent notes during telephone interview may be made at the bottom of the page. For example, applicant may say she has been beaten and has to get away. Or, she may speak of a problem that her child has, such as bed-wetting. These things need to be noted for reference when personal interview is conducted.

It is very important to tell applicant that if they do not keep their interview appointment that has been scheduled, and they do not call, we will not schedule another appointment. The reason for this is because it shows that the applicant does not really need the shelter, or they are careless and indifferent about the opportunity being offered.

If she is coming to the interview by bus, you will need to have leeway in the time set. It is very difficult to coordinate schedules to arrive on time. However, she must start early enough to make appointment, even if she arrives early. Do her interview whenever she arrives in case she has to take bus back.

Tell her about the shelter in case she has any reservations about coming before she makes a long trip in. She may not be willing to participate in Bible study, etc. so it is best to give the information before the interview is set up.

Be patient. These women are upset and in crisis. Be sensitive to her situation at the other end of the phone. Try to comfort and encourage her.

If she is hostile and uncooperative, do not be afraid to tell her she would not benefit from our program and give her referrals. It is better to keep rebellion out of the shelter than to deal with it after she is in.

## ***Explanation of APPLICATION FOR RESIDENCE***

When completed, this application is kept at the office permanently in order to have a numbering system for the number of residents and to have a signed release on hand as well as a record of her spiritual life and an address to forward mail when she leaves, and the reason and date for her leaving.

Normally the interview form is completed in the office at the time of the scheduled interview, however, if you as House Manager are doing the interview at your shelter, each question is designed for a specific purpose to give information which will help determine whether or not this applicant should be taken into the shelter.

After interview form is completed, it is good to review the form privately before starting the interview with the applicant.

Be sure to take Resident Application to office at first opportunity.

**OPTIONAL:** Fill out “New Resident Form” from information on this application and keep that in your files.

### **COVENANT AGREEMENT**

If application and interview are done at the office instead of in the shelter, this form should be completed at time of interview and attached to the “Application For Residence”.

This covenant is to be signed by a new resident as soon as the rules have been read to her.

This is a companion sheet to the rules and when it is signed, take it to the office to be placed in resident’s permanent file.

Always have this form signed by *every* new resident.

This can prove to be a very important document. It has made the difference between having the legal right to ask a resident to leave or not.

It also serves as a release for us in the event a valuable item is lost or stolen by another resident.

There must be a covenant signed by every resident. The House Manager who reads the rules to the resident is responsible for having it signed and taking it to the office.

*Explanation of APPLICATION FOR RESIDENCE (Continued)*

**RESIDENT RELEASE FORM**

If application and interview are done at the office instead of in the shelter, this form should be completed at time of interview and attached to the "Application For Residence" (IR401,a-d).

**Transportation Release**

Since very few of the residents have cars, it is often necessary to transport them in cars belonging to other people. This form releases the driver and The Sheepfold from any claims in the event of a problem, if the driver has not been negligent or careless. Be sure the resident reads and understands the form before she signs it.

**Photo Release**

Due to the nature of our ministry, it is very important that the identity of the residents be protected if there is a possibility their safety might be threatened. Whenever a picture is taken, it is very important to have this release. If a resident does not want to sign the form because she is afraid, do not insist that she do it, and do not let anyone take her picture. Cross out the photo release paragraph. Be sure mother understands this release is for the children also.

**Voice Release**

This release allows us to use the testimonies and stories of the women and children who are with us. However, the same cautions apply as in the photo release. Use the same rules for this section.

**Medical Release**

This release covers a medical condition, whether known or unknown, that could be aggravated by the daily requirements of the shelter routine. Because we shelter so many children, there is often the possibility of exposure to childhood communicable diseases. Adults can be carriers also. We have very little control over this. However, when a child is known to have been exposed, or has a disease, residents must be notified, as well as the office.

If there is a resident who has a contagious disease, new residents will not be taken into the shelter unless they have already had it. Adults and/or children who are ill must go to the doctor and follow medical instructions and use precautions to prevent anyone else from catching it. A child or adult that has a contagious disease must be isolated as much as possible to prevent the spread of it.

**Property Theft, Loss and Retention Release**

This release is for The Sheepfold in the event that an article is stolen by another resident, or if an article of value is lost, or if a resident leaves the shelter permanently and does not take all of her belongings with her when she leaves. Explain to the resident why we cannot be responsible for her belongings. Discourage residents from keeping cash or valuable with them.

## *Explanation of APPLICATION FOR RESIDENCE (Continued)*

Explain that arrangements must be made when residents' stay is over to be able to take all of her belongings with her. We do not have the space to store property that is left and we cannot take responsibility for it.

Resident needs to initial each part. If she does not want to initial Photo or Voice Release, just have her cross it out. These two releases are the only ones she has an option not to initial.

### **POINTS TO MENTION AT INTERVIEW**

#### **Christian home**

Must be open to Word of God  
Mandatory Bible studies, church attendance

#### **TV, radio, stereo**

NOT allowed.  
Christian tapes may be listened to

#### **Smoking**

We are a non-smoking facility; no smoking on Sheepfold grounds

#### **House work**

Will be assigned and required to be done.

#### **Phone Calls**

Do not give out shelter number unless approved by House Manager

#### **Laundry**

Facilities are available.

#### **Bedtime**

Must be adhered to by everyone.

#### **Dress code**

No short shorts, halter tops, bikinis, or bathing suits.

#### **Visitors**

Not allowed at any time during your stay here.

#### **Personal hygiene**

*Is required:*

- Deodorant must be used.
- Hair must be washed at least once a week.
- Baths are required daily.

*Explanation of APPLICATION FOR RESIDENCE (Continued)*

**If rules are broken**

You will be asked to leave.

**Shelter address and telephone number**

Are not to be given out at any time.

**Battered situation**

1. Who was abusing? (Husband, father, mother, friend, family, etc.)
2. Have the children been abused?

## **HOW TO SURVIVE AN EARTHQUAKE**

### **BE PREPARED AND STAY CALM**

Knowledge, preparation and staying calm are the keys to surviving an earthquake. Prepare your family for a possible earthquake and avoid unnecessary injury or damage:

- Decide on a location to meet if you are separated from others during an earthquake. Choose an out-of-state friend or relative whom family members will call to report their whereabouts and condition.
- Conduct earthquake drills in your home.
- Learn first aid and CPR (cardiopulmonary resuscitation).
- Learn how to shut off the gas, water and electricity in case the lines are damaged.
- Check the roof, chimney, walls and foundation of your house for stability.
- Secure your water heater and other appliances that might fall or move and rupture utility lines.
- Secure heavy or tall furniture to the walls.
- Secure hanging plants and heavy picture frames or mirrors.
- Use latches to keep your cupboard and cabinet doors closed during the shaking.
- Arrange beds away from the window.
- Store heavy items and breakables close to the floor.
- Keep flammable or hazardous liquids, such as paints or cleaning products, in cabinets or secured on lower shelves.
- Keep passageways free of furniture that could block an exit or become a hazard.
- Maintain a supply of batteries and have a battery-powered radio for receiving important emergency information.
- Keep a small survival kit in your car and keep your car's gasoline tank at least half-full.

### **KEEP EMERGENCY SUPPLIES ON HAND.**

Plan to provide for your family's needs for at least two days. Store emergency water, food, sanitation supplies, a first aid kit (including a first aid guidebook), clothing and flashlights in a dry, cool place.

In case of short notice evacuation, have a bag filled with emergency supplies. Keep the bag in an easily accessible place. Include such items as:

- Small flashlight
- Extra batteries
- Bottled water
- Non-perishable foods like nutrition bars, dried fruits, or nuts
- Personal care supplies
- Critical medication
- Small portable radio
- Important personal information

## **HOW TO SURVIVE AN EARTHQUAKE** *(Continued)*

Keep other, larger items stored near your emergency bag, such as sturdy shoes and get-away clothing.

Check all emergency supplies on a regular basis. Change the water, food and batteries at least every six months.

### **STEPS TO FOLLOW DURING AN EARTHQUAKE.**

If you're indoors when an earthquake occurs, stay there. Don't rush outside. Earthquakes last for only a few seconds. Remain calm and protect your head and face. Stand in a doorway, take cover under a sturdy table, desk or bed, or move to an inner wall or hallway.

Stay away from tall furniture or pieces that can slide or topple. Also, stay away from windows, sliding and shower doors, mirrors, and chimneys.

If you are outside, stay as far away from fallen electrical wires as possible. Move away from high buildings, walls, power poles, or lamp posts.

If you are driving, carefully pull over to the side of the road, stop and stay inside. If you happen to be in a moving car and wires fall across the car, stop the car safely and remain inside. Do not open the door or touch the ground until a rescue crew has removed the electrical wires.

Wherever you are when an earthquake occurs, follow the safety rules and stay calm.

### **STEPS TO FOLLOW AFTER AN EARTHQUAKE**

Wait until the motion has passed and be prepared for aftershocks. If you are not injured in the original earthquake, be careful not to injure yourself in the first few minutes following it. Think before you act and be on the lookout for hazards the earthquake may have created.

Be prepared for possible evacuation, and follow these rules:

- Remain calm - reassure others.
- Check for injuries or trapped people and administer emergency aid.
- Don't light matches or cigarettes. Extinguish all open flames.
- Don't turn on electrical switches.
- Shut off gas at the gas meter using a wrench, if you hear or smell gas leaking.
- Turn off all appliances.
- Turn off electricity at the main switch if you suspect power line damage.
- Fill a bathtub with cold water in case water service is disrupted.
- Close or turn off the inlet valve at the top of a water heater to prevent water contamination from main lines.



## HOW TO SURVIVE AN EARTHQUAKE *(Continued)*

- Clean up debris, broken glass, etc. to prevent injury to yourself and others.
- Turn on a battery-operated radio for emergency bulletins.
- Don't touch or move downed power lines. Stay as far away as possible.
- Don't use the telephone unless it is an extreme emergency and you need immediate assistance. This will avoid overloading the circuits.
- Don't use your car unless there is an emergency. This will keep the streets clear for emergency vehicles.

### ACT NOW

Act now to prepare your family for the potential hazards of an earthquake. Help them learn what to do and how to respond safely to avoid unnecessary injury or damage.

Earthquakes strike without warning - your best protection is to be prepared.

### UTILITY SHUT OFFS

It is your responsibility to know where the utility shut-off points are located in any shelter in which you work .

If a diagram has not been made for your shelter, *make* one and *put* it in your House Manager Manual. If there is one, but you don't understand it, get it clear in your mind. Ask for help if needed.

Sometimes it is necessary to turn off utilities for reasons that are not emergencies.

You must also know at all times where the special tools for utility shut-offs are located. These tools are very important and must be kept in the same location at all times.

Go to each shut-off point and practice turning off utilities so you *know* which valve to turn and which way to turn it. *Do not actually turn off gas*, or all pilots will go out.

Know also where all pilot lights are, including furnace in attic, outside furnace, water heater, etc.

This entire procedure can be of major importance in case of earthquake, fire or other natural disaster when you, as House Manager, would be responsible for the safety of the residents as well as yourself.

SEE GAS SHUT-OFF PLAN ON NEXT PAGE.

MARK SHUT-OFFS WITH RED PAINT.

## **DISASTER PLAN AND SURVIVAL GUIDE**

A disaster can take many forms: earthquakes, fire, flood, etc., none of which give warnings, so being prepared is the best form of wisdom.

Giving advance instructions can best be done by getting all the shelter residents together and explaining to them what they should do in case of such an emergency. To do this, of course, you must have prepared yourself ahead of time.

By thoroughly studying the Red Cross Disaster Preparedness Guide and other materials provided, you will be able to customize the safety procedures to your particular shelter.

### **FIRE**

Read all pamphlets and information in House Manager's File Box.

1. As House Manager, you are responsible to notify the Director if you suspect any kind of fire hazards in the shelter.
2. Take your authority and educate fellow staff, mothers and children and other adults in the shelter when necessary.
3. Check fire extinguishers and smoke alarms often for expiration dates and operational condition.

**KEEP SMOKE DETECTORS IN GOOD CONDITION**

**ESCAPE PLANS PLUS ALTERNATES**

**POST FLOOR PLAN IN ROOM**

**HOLD DRILL**

**SET PLACE TO MEET.** Instruct children who may be in school where to meet.

**KNOW HOW TO USE FIRE EXTINGUISHERS**

**KEEP FLASHLIGHTS IN WORKING ORDER**

**PUT PHONE NUMBER FOR FIRE, 911, ON EACH PHONE**

**USE BUDDY SYSTEM**

### **EARTHQUAKE**

**TURN OFF GAS ONLY IF YOU SMELL GAS**

**TURN OFF WATER ONLY IF DAMAGED**

**TURN OFF ELECTRICITY ONLY IF DAMAGED**

## **DISASTER PLAN AND SURVIVAL GUIDE** *(Continued)*

PROTECT SELF WHEREVER YOU ARE, TRY FOR CORNER OR DOORWAY,  
COVER FACE AND HEAD

KEEP SLIP-ON SHOES BY BED ALWAYS

DON'T LIGHT MATCHES OR CIGARETTES

DON'T TURN ON ELECTRICAL SWITCHES

TURN OFF APPLIANCES

EXTINGUISH OPEN FLAMES

FILL A BATHTUB WITH COLD WATER IN CASE WATER SERVICE IS

DISCONTINUED

TURN OFF INLET VALVE AT TOP OF WATER HEATER

CLEAN UP BROKEN GLASS TO PREVENT INJURY

### **DISASTER SUPPLIES**

PORTABLE RADIO

FLASHLIGHT/BATTERIES

WATER

FOOD

SANITATION SUPPLIES

FIRE EXTINGUISHER

TOOLS

BLANKETS

COOKING EQUIPMENT

SAFETY EQUIPMENT

Study the Red Cross Disaster Plan and Survival Guide. Take time to learn it thoroughly.

See that your hot water tank is strapped down. Water in tank at back of toilet is clean and can be used if you scrub and flush the tank, add 1 tablespoon of bleach in tank once a month and let it stand one hour. Do not put *any* toilet cleaners in the tank.

Heavy duty bags for human waste in the event of a disaster are available from the office. They are to be used *only* as instructed.

Instructions putting plastic trash bags over toilet seat.

## **DISASTER PLAN AND SURVIVAL GUIDE** *(Continued)*

Instruct residents to try to get in a corner or doorway in event of earthquake, and to cover face and head.

Keep no heavy objects on high shelves, especially glass or breakables.

Train yourself so that first thoughts are where is flashlight, candles, matches? Do I need to turn anything off? Which one first? Where are tools? Where are shut-offs? What water can I use? Where is portable radio, manual can opener? Get a blanket to put over freezer and refrigerator to preserve cold and do not open unless absolutely necessary. Where is First Aid kit?

Study Red Cross “Are You Prepared” booklet in your File Box.

### **FIRE SAFETY IN THE SHELTERS**

Read all pamphlets and information kept in file box for managers.

Key points to remember:

1. As a Sheepfold House Manager, you are responsible to notify the director if you suspect any kind of fire hazards in the shelter.
2. Take your authority and educate fellow staff, children and other adults in the shelter when necessary.
3. Check fire extinguishers and smoke alarms often for expiration dates and operation.

Follow suggestions in detailed pamphlets and ask if you have any additional suggestions or questions.