

# Metro Atlanta Red Shield Services

Consumer Guidelines – March 2017

Welcome to The Salvation Army Red Shield Services. We hope your temporary stay here will be a positive, productive experience. Below are the guidelines that apply to all Red Shield Services Programs. You will be given a copy of these upon request. You can also request a copy of rules that apply to the specific RSS Program you are entering.

**Case Management:** Each resident is assigned a Case Aide/Case Worker who regularly meets with the residents to help establish individual goals, and to monitor progress in reaching those goals. **Each resident must meet with his/her Case Aide/Case Worker at least once per week.** Resident's who do not make themselves available for these meetings may be dismissed from the program.

**Attendance:** During your stay here, you cannot miss a night unless you are hospitalized, temporarily jailed, or have received an approved extended curfew. If you are admitted to the hospital you must ask the hospital social worker or your treatment counselor to contact Red Shield Services immediately, so you are not dismissed from the program. After you leave the hospital, you must furnish documentation from the hospital, showing the date and time you entered the hospital, and the date and time you were discharged. If you are temporarily jailed, you must ask the officer to call us to let us know of your situation, including the total length of your incarceration. If your incarceration is scheduled to exceed 3 days, we will discharge you from the program and you will have to re-apply when you are released.

Please see your case worker for more information on how to qualify for an extended curfew.

**Conduct:** Red Shield Services residents are expected to treat others and others' property, with respect. Harassment (verbal, physical or sexual) will not be tolerated. Sexual activity is not allowed at the center.

**Contraband:** Weapons, drugs, alcohol, and other potentially dangerous items (including work tools) must not be brought into the center. People who bring these items into the building will receive a

written warning or be dismissed from the program.

**Curfew: Curfew is at 9:00 pm daily (10:00 pm from Memorial Day through Labor Day).** You may not miss curfew for any reason, other than work. If your employer requires you to work past curfew, you must sign out ahead of time and supply a statement that verifies your employment. The statement must be written on business letterhead, with workdays and hours clearly listed. If you are working for a temporary service, you may bring a copy of your work ticket. The ticket must be signed, and must indicate the date and specific times you worked. Residents must be in bed by 10:00 p.m. daily. Please sleep in the bed or room assigned to you and do not wander around the building at night. Residents must leave the building by 8:00 a.m. Monday through Saturday, and by 9:00 a.m. on Sunday (if you do not plan to attend chapel services). Red Shield Services is closed to residents from 8:00 a.m. to 4:00 p.m. Monday through Saturday, and from 9:00 a.m. to 4:00 p.m. on Sunday (except for those residents attending church services). When you sign this document, you are agreeing not to be on Red Shield grounds during these times, unless you have received prior approval.

**Cleanliness:** Each resident is responsible for keeping her/his sleeping area and locker, or room clean and free of clutter. In the dorms, this includes not storing items on top of the lockers. All clothing and bedding must be washed on a regular basis. Residents are also responsible for keeping themselves clean. Residents will be assigned chore duty to assist in keeping their living area clean.

**Dress Code:** Residents must be fully dressed (males – sleeved shirt, and pants or knee length shorts; females – sleeved shirt, and pants or knee length dress, skirt or shorts) in dormitories and all other public areas of the center. Shoes must be worn at all times, except in bedrooms, dormitories, and restrooms. Sleeveless/tight and see through clothing is inappropriate. Display of inappropriate pictures (nude or partially nude) and slogans will not be tolerated. Head gear (hats, scarves, do-rags, etc), other than religious or medical, are not allowed during meal times or in facility meetings.

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**Dismissal:** Residents who are dismissed from a Red Shield Services Program must immediately move out of the center. If a dismissed residents is unable to take his/her belongings with him/her at the time of dismissal, these **belongings will be placed in storage for a maximum of three (3) business days**. After three (3) business days have passed, these belongings will be disposed of.

**Disciplinary Action:** Red Shield Services utilizes a "THREE STRIKES" warning system for most rule violations. Exceptions are cases of property abuse/damage, inappropriate sexual activity, theft, intoxication/drug use, when another person is threatened, harassed or physically violated or non-compliance with a staff member's reasonable request. In these cases, violators will be immediately dismissed from the program.

Residents can request an appointment with the Resident Rights Committee to appeal the decision. Residents who are dismissed for rule violations can have their cases taken to the Resident Rights Committee for determining consumers status. All committee decisions are final.

**Emergency Evacuation:** Upon admission to Red Shield Services, please make sure you are familiar with the emergency evacuation plans, posted in visible areas around the center. Locate the emergency exit closes to your bunk or room and the fire alarm pull stations in your area. If the fire alarm sounds, remain calm, but leave the building quickly through the closest emergency exit. Red Shield Services conducts fire drills on a quarterly basis. All residents are required to participate. Residents are not allowed to smoke, light matches, or lighters inside the building. Do not activate the fire alarm if there is no fire. There are also tornado drills conducted regularly. Please follow the directions of the staff for emergency procedures.

**Food:** Two meals are provided free of charge, in the Red Shield Services dining room. Food or drink, served with your meals, must not be taken out of the dining room. If you miss the meal served in the dining room, you can ask for a sack lunch to replace that meal. Sack lunches are not available on weekends or holidays. Consumers who bring food to the center must immediately take it to the dining

room and consume it there. Food or beverages must not be taken to or stored in the dormitory, rooms or classroom areas. Vending machines (soft drink, juice, and snack machines) are located in the dining room. Food or beverages purchased from these machines must not be taken to or stored hi dormitory, room or classroom areas.

**Grievances:** If you have a question or concern about any Red Shield Services rule, policy or procedures, or with an action that has happened-discuss it with your case manager. If you are unable to resolve the issue with this conversation you may file a written grievance to be submitted to the Grievance Officer. This will be reviewed and investigated by Red Shield Services Grievance Officer. The Grievance Officer is available Tuesdays at 5:00 pm in the Marietta Street Office. If you are unable to meet with the Grievance Officer at the scheduled time, please submit your grievance first and then call during the day (8:30 am - 4:30pm) to speak with the Grievance Officer. Grievance forms are available from the Mill Street office. Anyone who feels their grievance has not be satisfactorily addressed can take their grievance to the Residents Rights Committee for appeal.

**Intoxication/Illegal Drug Use:** Alcohol and other drugs (except prescription drugs) are not allowed on Red Shield Services property. We regularly conduct Breathalyzer and urine testing and may test upon initial entry. All consumers must initially enter program with a negative reading. After entry, if a positive breathalyzer reading .04 or higher is shown or if urinalysis indicates you have taken an illicit drug, you will be required to leave the center. Refusal to submit to a Breathalyzer test or urinalysis will result in immediate dismissal. You will not be allowed to apply for readmission for a minimum of seven (7) days or more. The Salvation Army recommends that people with drug or alcohol problems seek help at a detox center or drug treatment facility. Your Case Worker can assist with providing referrals to a local facility.

**Linen Services:** Each new consumer is given bed linen and a towel and face cloth, when available. You can turn you linen in weekly for fresh linen. **You are advised to not bring personal linen**

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**into the facility.** If you do, you should secure it in your locker daily prior to leaving the building. paid in full before a former consumer can qualify for re-admission.

**Personal Belongings:** Your belongings will be searched upon entry. All belongings brought into the facility need to be clean and free of bugs. Any dirty clothing will need to be washed immediately. Washers and Dryers are provided for your convenience. There is a nominal cost involved for using. **It is strongly advised that you do not bring electronic items into the facility.** The security and responsibility of such items are solely that of the consumer and not Red Shield Services. Electronic items are not allowed, other than medical devices. Suitcases are not allowed on the premises and will need to be stored elsewhere. Any infested item will have to be removed immediately or properly disposed of. All belongings will need to fit within the storage limitations as discussed by your case worker/manager.

**Audio/Visual Devices:** These are allowed in the facility, but only with a private listening device such as earphones, or headphones. All other use is prohibited.

**Prescription Medications:** If you are currently taking prescription medication, or have prescription medication in your possession, you must report this to the person conducting your intake. Prescription medication will be stored in a secure cabinet or refrigerator in the intake office. Medicine will be given twice daily: before you leave in the morning, prior to 6:45 am and between the hours of 6:00 pm – 9:00 pm.

**Re-Admission:** Residents who are dismissed or leave a Red Shield Services Program for any reason are not eligible to re-enter, the *Emergency Assessment Program* for a period of twelve (12) months from the date of discharge, and the *Supportive Emergency Program* for a period of thirty (30) days after first discharge, ninety (90) days after second discharge, and six (6) months after the third discharge from the program or program completion. All outstanding program fees must be

**Searches:** As part of Red Shield Services' continuing effort to keep our center safe, we conduct locker searches and room searches for contraband and infestation. A resident's locker or room will be searched preferably with the consumer present. When a search is done without the consumer, two staff members will be present and the search and results will be documented. If contraband is found, the resident will be immediately dismissed from the program.

**Client/Client Interaction (fraternizing):** We do not tolerate residents socializing with residents of other programs while on the premises.

**Staff/Resident Interaction:** Residents and staff are not to socialize off premises, or conduct any business not related to Red Shield Services Programs. Residents are not to give gifts to staff members, accept gifts from staff members, or perform personal services for staff members. If a staff member seeks to socialize with you, gives you a gift or asks you to give her/him something of value, report the incident immediately to the staff member's supervisor.

**Loitering:** Residents will not hang out in the lobby for any reason other than intake orientation or if instructed to do so by a staff member. All issues, other than those considered an emergency will be addressed between 6:00pm and 9:45pm