

Resident & Parent Handbook



INDEPENDENCE



GENEROSITY



MASTERY



BELONGING

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Greater Minnesota
FAMILY SERVICES

Serving the Families of Minnesota
A Circle of Courage Agency

Shelter Care Program

WELCOME

Welcome to Greater Minnesota's Shelter Care Program!

What is Shelter Care?

- Shelter Care and Group Home Setting
- Licensed by the State of Minnesota
- Program Capacity: 13 - 17 residents
- Population Served: Boys and girls ages 9 - 17
- Staff to resident ratio: 1 staff to 4 youth, at times 1 staff to 6 youth
- Shelter Care provides crisis, shelter, and respite care for youth at a crucial time in their lives. Youth are involved in individual and group therapy. Shelter Care programming focuses to improve social, emotional, and behavioral outcomes.

Shelter Care is located on a beautiful five-acre parcel of land just outside of Willmar, MN, surrounded by wetlands. Our Shelter Care is a perfect location for helping to make a lasting difference in young people's lives in times of crisis or transition.

Tell me about your program.

Greater Minnesota Family Services believes in the transformative power of relationships. Empathetic connection is the vehicle to address the presenting concerns that bring youth and their families to us. At Shelter Care we believe in the innate human tendency toward positive growth.

"Kids do well if they CAN." – Dr. Ross Greene

With this understanding our milieu program is modeled after Dr. Ross Greene's Collaborative and Proactive Solutions model of working with challenging youth. Our staff works closely with residents to develop their lagging skills in three main areas: **Respect, Responsibility, Safety**. Youth's skill development in these three domains are tracked daily and monitored throughout their stay. These scores are a measure of progress and are not connected to rewards or punishments. Doing well is preferable to not doing well, thus, the reward is in doing well.

What therapy is offered?

Shelter Care's therapy team utilizes evidence-based practices to heal old wounds and prepare youth to return to their communities. Our therapists are trained in and can offer a variety of therapies to help youth and families meet their goals.

- Eye Movement Desensitization and Reprocessing (EMDR)
- Managing and Adapting Practices (MAP)
- Trauma Focused Cognitive Behavioral Therapy (TF-CBT)
- Parent-Child Interaction Therapy (PCIT)
- Attachment Based Family Therapy (ABFT)

Additionally, each therapist has unique experiences providing services in other contexts (in-home, school linked, substance use treatment) to inform and support their work. The therapy team welcomes community providers in a collaborative process to meet the needs of residents at Shelter Care.

What about the family?

Each member of the therapy team brings their own lived experiences and expertise to the youth and families they serve. However, all members of the therapy team believe in the power of family.

When adolescents perceive their parents as caring, protective and autonomy-granting, the family provides a secure base helping the adolescent to withstand and grow from life's stressors.

Attachment Based Family Therapy (ABFT) is a trust-based, emotion-focused psychotherapy model that aims to repair interpersonal ruptures and rebuild an emotionally protective, secure-based parent-child relationship. Our therapists use ABFT's five treatment tasks:

- Reframing the therapy to focus on interpersonal development.
- Building an alliance with the adolescent.
- Building an alliance with the parents.
- Facilitating conversations to resolve attachment ruptures.
- Promoting autonomy and competency in the adolescent.

This handbook will help you understand the rules, expectations, and benefits to our program. We ask that you take the time to review this, and please feel free to contact Cassie Kraft *Shelter Care Director* [ckraft@greaterminnesota.org] or Teigan Heirlmaier *Site Supervisor* [theirlmaier@greaterminnesota.org] or call 320.235.3664 with any questions you may have.

Our Mission

To provide a safe environment with consistent structure while building a trusting relationship with each resident to help them overcome their struggles and to live their healthiest life possible.

Our Values

Safety
Respect
Responsibility

Privacy

Information: State and federal guidelines (including HIPAA) set strict boundaries for treatment centers to protect your privacy.

Visitor and Resident interactions

- Residents are not allowed in each other's rooms.
- Residents are not allowed in the living areas of the opposite gender.
- Family members and other guests are not allowed to loiter in the residents' rooms, or resident living areas, or resident bathrooms. This is to ensure the safety and privacy of all persons in, and visiting, Shelter Care.

Safety:

To ensure the safety of all residents and persons in the facility, guns and other weapons are not allowed on the property. Any suspicious persons or concerns will be addressed by the local authorities. For the safety of everyone at Shelter Care, should your child have persons come visit who are not on their approved contact list that you create and approve at intake, they will not be allowed to visit.

Intake

- All paperwork will be signed.
- Staff will perform a safety inspection on resident.
- Any money, jewelry, cell phones, iPod, or other items we describe as contraband will be gathered at this time and either sent home with parents/guardians or secured at shelter care until discharge.
- Resident will remain at shelter care for the first 72 hours before attending school, day treatment, etc. During this time staff will meet one on one with the resident and review the handbook, residents' rights and complete all resident intake paperwork.
- All residents' belongings will be inventoried and searched by staff. All clothing will be washed and dried before given to resident.
- Resident will meet with Shelter Care Nurse within 24 hours for health assessment.

Circle Day

Residents may provide feedback and make written request on a weekly basis every Thursday regarding their experiences here. Therefore, every Wednesday evening residents can write about their week. This is a time for them to give voice and share thoughts regarding the Shelter Care and how it is meeting or not meeting their current needs. The Shelter Care team will then review these written feedback sheets at our Thursday staff meetings, as well as reviewing the residents' weekly program progress summaries. Based on the review of both, the program will then provide supportive responses to the residents.

BELONGING

This value means your thoughts, actions and words create a sense of community, kindness, and safety for others. All shelter members feel a sense of belonging and safety when interacting with you. The belonging value of the programming is focusing primarily on Safety and Respect.

Goals:

- **VERBAL RESPECT:** Residents are expected to display age appropriate, positive communications between themselves and others. This program always encourages sensitivity and respect. Peace and Kindness in all our communication.
- **PHYSICAL RESPECT:** Residents display respect for the boundaries of others personal and physical space. Residents' wear appropriate clothing.
- **SELF-RESPECT:** This area focuses on personal hygiene. Residents are expected to shower daily and display appropriate daily hygiene practices and table manners at all meals.
- **RESPECT FOR PROPERTY:** The house and grounds are always respected. Residents will not enter staff offices unless directed to do so.

GENEROSITY

You have become able to share your gifts of time, talent, and treasures with others. This area of the programming will work on showing empathy and compassion for others while maintaining Safety and Respect.

Goals:

- Resident will begin to practice a service orientated way of interacting with others. This is done by aiding others and helping support others in their daily struggles and efforts. You actively provide others with this assistance, support and help as opportunities present.

MASTERY

You are becoming skilled in many areas of your life. You demonstrate self-control and strive to achieve personal goals rather than superiority. In this area of the programming the resident is focusing on their academics, individual therapy, and day treatment.

Goals:

- Resident can follow the daily program schedule with limited staff direction. You can independently see that household chores are completed.
- Resident can fulfill their academic responsibilities by attending and participating in the academic portions of the day.
- The resident is responsible for their health and well-being by following all Doctor and Nurses' orders.
- Resident is attending and participating in Day treatment and following through with individual and skills counseling.
- Resident is following all visitation and communication program policies and contracts during on-ground or off-site visits.

INDEPENDENCE

Resident has begun to make their own decisions and have become responsible for their own failure or success. Resident has begun setting their own goals and are holding themselves accountable. This area of the program residents should be able to display all areas of Safety, Responsibility and Respect without prompts from staff. They should be displaying role model behaviors for their peers.

Goals:

- Resident consistently practices safe behaviors and decision making.
- Resident does not engage in any major program or safety violations.
- Resident regularly and actively engages in their individual, group and family therapy and all other clinical programming.

INTERMEDIATE GOALS & EXPECTATIONS RELATED TO SAFETY, RESPECT AND RESPONSIBILITY

Safety:

- Residents are asked to be visible to staff and seek staff direction before moving about the house and grounds.
- Resident are encouraged to attend all meal times with other residents and eat appropriate amount at each meal.
- Bedroom doors must always remain open unless a resident has staff permission to close their door. Residents who share rooms may not have doors closed at any time.
- Staff members may perform safety inspections involving the searching of residents and /or their belongings at any time.
- For safety purposes upon intake and return from off-site visits, staff members perform safety inspections involving the searching of residents, and their belongings. All belongings will then be inventoried and washed.
- If a resident is under suspicion of an eating disorder, they will be directed to use the bathroom before meals and will not have access to a bathroom for one hour after meals per Individual Needs Assessment.
- Residents will not possess any items described as contraband while staying at Shelter Care.
- Only 1 resident is allowed outside at a time without staff, and this is at staff's discretion.
- Only 1 resident is allowed downstairs at a time and must have staff permission.

Contraband is:

- Tobacco products or paraphernalia, including vapes.
- Razors, knives, or anything perceived by staff as a weapon.
- Pornographic/sexually explicit material, satanic-gang-drug related materials.
- Radios, clocks, CDs, iPods, notebooks, MP3 players, cell phones, money, etc.

Contraband found by staff will be confiscated and destroyed at staff discretion or placed in a secure area until discharge.

Resident will not engage in any Major Safety Violations while staying at Shelter Care.

Major Safety Violations are:

- Physical maltreatment of self, another resident, or staff.
- Verbal abuse and/or terroristic threats towards anyone.
- Theft or vandalism/destruction of property.
- Possession of any contraband.
- Selfinjurious behaviors (cutting, burning, piercing, etc.)
- Running away.
- Sexual acting out or inappropriate touching.

Repeated Major Safety Violations may result in the residents' discharge from the program.

Increased Safety Measures:

If at any time during a resident's placement at Shelter Care, staff or the clinical team deem it necessary to increase supervision for safety purposes the following measures will be implemented to provide safety for the resident, peers and staff.

- Self-injurious behaviors (Cutting, burning, markings of body, etc.): Bed checks may be increased as will line of sight supervision. All items of concern may be removed from resident's room. Resident will need to help develop and sign a safety contract. The Shelter team and clinical team will re-evaluate the resident at the next team meeting and decide if they are in a safer state.
- Suicidal Ideation: Resident may be placed on this highest level of supervision; resident will always be with Shelter Care staff and bed-checks will be increased. Their room may be cleared of all items apart from a book and bedding. Resident may need to wear Shelter Care provided sweatpants and sweatshirt or T-shirt. Resident will need to develop and sign a safety contract. The Shelter team and clinical team will re-evaluate at the next weekly team meeting to determine if they are in a safer state.
- Suicidal Ideation with/plan: The Shelter Care team will complete a safety assessment with the resident and determine whether we are able to continue to meet the residents current level of needs or if a more secure setting is necessary for the safety of the resident.

Runaway:

- The runaway disclaimer will be signed upon intake.
- Shelter Care is not a locked facility. If a resident chooses to leave the property/school/our off-ground outings a staff will keep line of sight when possible and make the appropriate call to either the Kandiyohi Sheriff department or the Willmar Police department to report the resident is missing.
- The resident will be considered for discharge at that point and may not be allowed to return to shelter care until he/she has been placed and observed in a secure setting for a period no less than 24 hours.
- Remittance into Shelter Care program will be based on discussion involving the shelter care team, legal guardians, and the placing agency. From that discussion, the decision to readmit or not will be determined.

Respect:

- No swearing.
- Resident will display age appropriate conversations.
- Physical boundaries (no touching/hugging/etc.)
- Residents are not allowed in each other's bedrooms.
- Wearing appropriate clothing. (Any clothing staff members feel is inappropriate will be confiscated and returned at discharge).

Responsibility:

- Followed daily program per program schedule.
- Completed household assigned chore per daily chore list.
- Attend and participate in school portion of the day.
- Activities: residents are expected to attend and participate in all activities, unless staff has given them direction to do otherwise.
- Resident will take his/her medications as prescribed.
- Resident will follow the visitation and communication policy.
- No trading or borrowing items from other residents.

Opportunities:

- On ground activities.
- Outgoing phone calls to parent or legal guardian.
- Movies on Saturday & Sunday at designated time (or sports on Sunday).
- Handheld games until 9:30 pm
- Board games/cards.
- Residents own personal hygiene (shampoo, conditioner, body wash, brush/comb, deodorant).
- Use of Shelter Care musical instruments at staff discretion.
- Off-ground rec & fitness activities (at staff discretion).
- Can help plan, make, serve, and clean up a snack for the house once a week.
- Personal nail care privileges (polish, clipping, filing).
- Monday through Friday extra movie time from 7:30 - 8 : 20 pm after hygiene is complete.
- Pop, hot chocolate, popcorn from 3:00 - 7:00 pm (Friday through Sunday).
- Use of own personal make-up, personal hair straighteners.
- Printing off lyrics/pictures at staff discretion (limit 3 per week).
- Volunteering at Hawk Creek Animals (Tuesday-Thursdays).
- Hair cut (paid by Shelter).
- No chore for the week.
- Can help plan Fun Friday movie and food.

Visiting Hours:

Types of visits:

- **On-site visits:** The resident and visitor will visit at the Shelter Care in a designated area. Visitor may bring in lunch or dinner. Staff will supervise if requested by legal guardian and if staff coverage allows.
- **Off-site visits:** After 14 days, the visitor can come to shelter care and bring the resident off-site in the Willmar area for a specified amount of time (the 14 day period excludes transportation to/from medical appointments). Upon return, staff will check the resident for any contraband and talk with the visitor about how their visit went.
- **Home visit:** The visitor may come and pick up the resident and bring him/her home for an overnight or weekend pass. Visitor, resident, and staff will sign a visitation contract. The resident should return to Shelter Care no later than time specified on the visitation contract. Upon return, staff will check the resident for any contraband and talk with the visitor about how their visit went.
- **Weekdays:** 3:00 - 7:00 pm (approved off-site visits only).
Weekends: 2:00 - 6:00 pm
- All visits for the week need to be confirmed with the Site Supervisor by Wednesday before 4pm.

Food:

Due to limited space, we are unable to store food for individual residents. We ask that you DO NOT bring items for your child to keep at the facility. All food and drinks you bring in when visiting your child must be consumed before the visit ends. We ask that you please be mindful of amounts of caffeine and sugar intakes.

Weekend Snack = 1 can pop per weekend, 1 cup hot chocolate per weekend,
1 bowl popcorn per weekend

Chores:

- Residents are assigned chores weekly to complete as part of their responsibility.
- Super Clean room is on Saturdays.
- Super Clean House is on Sundays.

Laundry:

Residents are assigned a specific day for their laundry and bedding to be cleaned. Shelter Care overnight staff will do residents laundry that evening. Assigned days are posted on residents' door of their bedroom. If residents need laundry washed before/after their laundry day it is their responsibility to ask staff to assist them in completing this. Exceptions: If resident has minimal clothing, or clothing is urinated on. If resident misses assigned laundry day, staff may not do their laundry.

Clothing and Jewelry:

- Residents are allowed a limited amount of clothing. All extra clothing will be sent home or stored in a separate area as space permits.
- Residents will be allowed to exchange their clothing out on assigned days only.
- No hats are allowed, except for winter hats. Hats may not be worn in the house or at school.
- Proper attire during the winter months is required. This means all residents must wear a coat, pants, and proper shoes when outside or during transport to school, activities, and appointments. **There are no exceptions to this rule.**
- No tank tops/sleeveless shirts.
- Shorts must be appropriate length; staff may confiscate if deemed too short.
- Hoodie sweatshirts are allowed; however, no hoods may be worn in the house or at school.
- No low-riding or sagging of pants. No belts are allowed.
- No visible undergarments (bra straps, bras, boxers, etc.)
- No sexually suggestive pictures, cartoons, words/phrases.
- No inappropriate symbols or messages (gang related, drug/tobacco/alcohol-related).
- No trading or borrowing of items on inventory list with other residents. This may result in items being confiscated until discharge.
- Any leggings, yoga pants, jeggings must be worn with a shirt that covers their backside (these items may be confiscated if not deemed appropriate.)
- At intake residents and parents will inform staff of any piercings or tattoos. Residents with any professional (nose, lip, tongue, eyebrow, belly, etc.) will be allowed to keep their piercing in unless they misuse it, or it becomes infected.
No new piercings or tattoos are allowed during residents stay.
- Jewelry is NOT encouraged during residents stay. If resident chooses to bring jewelry regardless of this, please note that Shelter Care is **NOT** responsible for lost or stolen jewelry items.

Van Usage:

- All residents must wear a seat belt while riding in the van.
- Residents 12 and under may not ride in the front seat.
- Hands must be kept to one's self.
- Staff will control the volume of the radio.
- Residents will ride in gender separate vans, when proper vehicles are available.
- If there are any inappropriate actions on the part of the residents, the activity can be cancelled, and we will return to the facility.

Meals:

- Residents are provided 3 meals a day, a 3 pm snack and one evening snack.
- Residents must eat the meal provided or the alternative of a peanut butter and jelly sandwich.
- All resident must sit at the table during mealtimes until all residents are finished eating or dismissed from staff.
- Proper table manners are expected. You may be asked to excuse yourself from the table if manners become unacceptable. You will then be offered an alternative location and time to finish your meal.
- Milk will be served at meal times only. Water is offered throughout the day.
- Food is consumed in the kitchen only. No sharing food.

Fraternization:

Shelter Care is a place to focus on one's self, family, mental and emotional issues. It is NOT a place to build romantic relationships. The same guidelines are in place whether it is a male/female relationship, male/male relationship, or female/female relationship.

Shelter Care encourages appropriate friendships and boundaries. The expectation is that your focus and attention will be to your treatment, not to others while in placement with us. Should boundaries and romantic relationship type issues become significantly disruptive to the environment, this may result in a behavior contract and/or include termination of treatment services.

Academics:

- Academic needs for our residents are provided by Willmar Public School District.
- School days are Monday through Friday.
- The same rules and expectations are applied in the school setting.

Day Treatment:

- Monday, Tuesday, Wednesday, and Thursday.

School Weekday Schedule

7:00 - 7:50 am: *Morning Routine* (Completed in the following order please!)

- 1) Room Clean
- 2) Hygiene – showers should be kept to 15 minutes or less
- 3) Medications
- 4) Breakfast
- 5) Morning Chores

8:30 - 11:30 am: *School/Day Treatment*

11:30 am - 12:00 pm: *Lunch*

12:00 - 3 pm: *School/Day treatment*

3:00 - 4:00 pm: *Relaxation & Personal Quiet Time*

- Some of this time could be a chance for you to choose to have some personal time to yourself. You may ask to go to your room and take a **SHORT NAP** (if you have a roommate only one can use the room), or read, journal, color, draw etc.
- Use of on-grounds Recreation Center.
- Ask to find a place either in the house or outside (at staff discretion) by yourself away from your peers.

4:00 - 5:00 pm: *Boys Rec/Girls Shelter Care Group*

5:00 - 6:00 pm: *Dinner and Evening Chores*

6:00 - 7:00 pm: *Girls Rec/Boys Shelter Care Group*

7:00 - 8:25 pm *Evening Routine*

(Completed in the following order please!)

- 1) Evening Medications
- 2) Hygiene
- 3) Free Leisure Time

You must have completed the above responsibilities of **Medications, Hygiene** and **Quiet Time Need Requests**. Examples of Quiet time needs are: a radio or coloring sheets, a book, water, bathroom, etc. All request must be made before you may use the MPR room to watch a movie or play board games / cards with others.

8:25 - 9:30 pm: *Quiet Hour Begins*

All your needs should have been met before this time. It is now time to remain in your room reading, drawing, listening to music and doing something quiet. We ask you to remain in your room and do not come out after quiet hour begins.

9:30 pm: *Lights out; No exceptions. Remove all items given for quiet hour.*

Skill Cards
must be
completed
between
3 - 6 pm

**Rec must be
completed** before
leisure on all days.

Weekend/Holiday Schedule

8:30 - 10:00 am *Morning Routine* (Completed in the following order please!)

- 1) Room Clean
- 2) Hygiene – showers should be kept to 15 minutes or less
- 3) Medications
- 4) Breakfast
- 5) Morning Chores

10:00 - 11:00 am:

- Saturday: Super clean your bedroom
- Sunday: House Super clean jobs

12:00 - 2:00 pm: *Lunch and Lunch Chores*

2:00 - 5:00 pm: *During this block of time the following options may be available*

- Movie / gaming time, recreation & leisure.
- Relaxation & personal quiet time.
Some of this time could be a chance for you to choose to have personal time to yourself. You may ask to go to your room and take a **SHORT NAP** (if you have a roommate only one can use the room), or read, journal, color, draw etc.
- Use of on-grounds Recreation Center.
- Ask to find a place either in the house or outside (at staff discretion) by yourself away from your peers.

Skill Cards

must be
completed
between
3 - 6 pm

5:00 - 7:00 pm: *Dinner and Evening Chores*

7:00 - 8:25 pm *Evening Routine* (Completed in the following order please!)

- 1) Evening Medications
- 2) Hygiene – showers should be kept to 15 minutes or less
- 3) Free Leisure Time

You must have completed the above responsibilities of **Medications, Hygiene** and **Quiet Time Need Requests**. Examples of Quiet time needs are: a radio or coloring sheets, a book, water, bathroom, etc. All request must be made before you may use the MPR room to watch a movie or play board games / cards with others.

8:25 - 9:30 pm: *Quiet Hour Begins*

All your needs should have been met before this time. It is now time to remain in your room reading, drawing, listening to music and doing something quiet. We ask you to remain in your room and do not come out after quiet hour begins.

9:30 pm: *Lights out; No exceptions. Remove all items given for quiet hour.*

Summer Weekday Schedule

7:30 - 8:00 am *Morning Routine* (Completed in the following order please!)

- 1) Room Clean,
- 2) Hygiene – showers should be kept to 15 minutes or less
- 3) Medications
- 4) Breakfast
- 5) Morning Chores

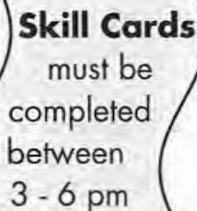
8:45 am -12:00 pm: *Day Treatment*

12:00 - 1:00 pm: *Lunch*

1:00 - 6:00 pm

During this block of time the following options may be available.

- Movie / gaming time, recreation & leisure.
- Relaxation & personal quiet time.
Some of this time could be a chance for you to choose to have personal time to yourself. You may ask to go to your room and take a **SHORT NAP** (if you have a roommate only one can use the room), or read, journal, color, draw etc.
- Use of on grounds Recreation Center.
- Ask to find a place either in the house or outside (at staff discretion) by yourself away from your peers.



Skill Cards
must be
completed
between
3 - 6 pm

6:00 - 7:00 pm: *Dinner and Evening Chores*

7:00 - 8:30 pm: *Evening Routine* (Completed in the following order please!)

- 1) Evening Medications
- 2) Hygiene
- 3) Free Leisure Time

You must have completed the above responsibilities of Medications, Hygiene and Quiet Time Need Requests. Examples of quiet time needs are: a radio or coloring sheets, a book, water, bathroom, etc. All request must be made before you may use the MPR room to watch a movie or play board games / cards with others.

8:30 pm - 9:30 pm: *Quiet Hour Begins*

All your needs should have been met before this time. It is now time to remain in your room reading, drawing, listening to music and doing something quiet. We ask you to remain in your room and do not come out after quiet hour begins.

9:30 pm: *Lights out; No exceptions. Remove all items given for quiet hour.*

Group/Personal Relaxation Hour:

- Residents will find a quiet area away from other residents to focus on their self. Personal quiet hour is a time to rest, read, complete assignments, etc.
- Groups will be led by shelter staff Monday through Wednesdays.
 - *Mondays: Current Events
 - *Tuesdays: Cultural Day
 - *Wednesdays: Bucket Group
 - *Thursdays: Arts/Crafts (During school year)

Recreational Activities:

Shelter Care provides recreational activities for the residents throughout the year. Some of our activities include: Bowling, Swimming, Fishing, YMCA, Bingo, Basketball, Football, Arts & Crafts, Volleyball, Hiking, etc. We also have a recreational center on grounds with karaoke, foosball, air hockey and other activities.

- Residents off-grounds activity with staff, are made available to those who are experiencing no immediate significant safety concerns. And are showing respect to staff and their peers. As well as, doing well in school, day treatment and Shelter groups.
- Recreation activities are part of the daily schedule and for a residents healthy living. All residents are encouraged to participate in the scheduled activity. They may choose to not participate, however doing so may impact their ability to progress or move forward in the overall program.

Fun Friday Activity:

- Fun Friday will NOT be a co-ed activity.
- A new movie may be shown in the recreation center along with a special dinner.
- This privilege / activity is made available to those who are having no safety violations, showing respect to their staff and peers, doing well in school all week, and doing well in day treatment and Shelter groups.

Quiet Hour Expectations:

- All needs: water, pencils, paper, books, hot/cold packs, etc. need to be asked for before 8:25 pm (No exceptions).
- Please be in room at 8:25 pm (not sitting in doorways or talking to staff).
- Please do not come out of rooms unless staff allows for medical or bathroom.
- Resident may quietly talk to roommate if sharing a room.

Phone Calls:

- 15 minutes in length. 4 calls total. 2 inbound, 2 outbound.
- Weekdays: 3 - 7 pm
- Weekends/Holidays: 12 - 7 pm

Social workers, GAL, lawyers, probation officer do not count for calls.

Room Belongings that are allowed in your Room:

- 1-3 Books
- 1 Day Treatment journal
- 1 Personal journal
- 1 Drawing pad
- 1 Cup of water
- 1 Deck of playing cards
- 1 Shelter Care personal radio (must be returned at 9:30pm)
- 1 Personal comfort item
- 1 Personal Blanket
- 1 Headlamp

Hygiene Items that are allowed in your Hygiene Baskets:

- 1 Toothbrush
- 1 Toothpaste tube
- 1 Deodorant (no aerosol)
- 1 Hairbrush/comb
- 1 Personal shampoo/conditioner
- 1 Personal lotion
- 1 Personal face wash product (none with alcohol)
- 1 Personal shaving cream
- 4 Personal make up items to be used by the resident ONLY. Residents are not allowed to share make up or apply makeup on other residents. These items must also remain in the hygiene bin or in the resident's personal bin in the office.

All items aside from make-up can be provided by Shelter Care. Use of body sprays, perfumes, cologne, etc. will not be permitted.



Shelter Care Program

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