

Plumb Place

224 E. 6th Street ♦ Emporia, KS ♦ 66801 ♦ 620-342-1613

Occupant Phones

Upstairs: 620-342-5238

Down Stairs: 620-342-3830

EMERGENCY SHELTER HANDBOOK **and OCCUPANT AGREEMENT**

Plumb Place Occupant Acceptance, Expectations, and Termination Policies

ACCEPTANCE - In order to be considered for the program, a woman:

- MUST meet the definition of homeless as defined by HUD
- MUST have approved documentation of homelessness prior to moving in
- CANNOT have the resources to live independently
- MUST meet Plumb Place intake criteria

EXPECTATIONS - Once a woman is accepted into the program, she:

- MUST participate in her individual case plan; including meeting goals as outlined in the case plan and meeting with case managers as scheduled
- MUST follow Plumb Place Occupant Handbook and rules as written
- MUST utilize the Resource Center as determined by staff

TERMINATION - Termination can occur upon any of the following:

- Repeated no show and/or no reschedule with Case Manager or Resource Coordinator
- Repeated failure to follow Occupant Handbook
- Behavior that jeopardizes the peace and safety of other Occupants/house
- Noncompliance with program and/or lack of participation

IF you feel your program participation has been unjustly terminated, you may write a letter of appeal to the Executive director and/or Board of Directors for consideration of reinstatement.

*The above list is not all inclusive and Plumb Place staff and/or Board of Directors reserves the right to make decisions on a case-by-case basis.

* Federal Fair Housing Regulations: Services are provided to participants without regard to race, color, national origin, sex, gender, religion, disability, familial status, age or sexual orientation.

Welcome to Plumb Place. Plumb Place provides safe, secure, housing with opportunities for individual success. A board of directors oversees Plumb Place and will have final say in all matters with the input from the executive director and staff who aid in the daily functioning of Plumb Place.

Please note the following rules that are bolded and contain a number. Those numbers are point fines that will be given if that specific rule is violated. A woman is allowed to accumulate 25 total points before she is asked to leave Plumb Place.

I. Occupant Rooms

- A. All rooms are furnished. You may move the furniture within the room as you please. If you need help, just ask. Furniture may not, however, be moved in or out of a room unless it is approved and documented by Plumb Place Staff.
- B. **DO NOT** paint or structurally change your room without asking permission from the Director of Occupant Services.
- C. It is possible for Plumb Place staff to enter your room to remove or add furniture belonging to Plumb Place.
- D. **Keep your room in a neat and orderly fashion. There is to be NO open food/food containers in your room. Be advised that if this responsibility is not met, you may have unannounced room checks. (10)**
- E. **NO burning candles or incense in Occupant rooms. (20)**
- F. **Each Occupant will be provided a key to the outside door and to her individual room. Occupants may not loan or give keys to anyone including friends or relatives. (10)**
- G. **NO illegal drugs or alcohol. Periodically the sheriff's department will visit Plumb Place with the drug dog. The dog will conduct sweeps of Plumb Place. If a dog alerts on your room, your room will be entered for a more complete search. If illegal drugs (in any form) or paraphernalia is found then you will be turned over to the appropriate authorities and immediately evicted.**
- H. Pets are NOT allowed inside Plumb Place. This includes, but is not limited to: mice, gerbils, hamsters, snakes, cats, dogs, etc. Any question regarding this policy can be directed to the Director of Occupant Services.

II. Shared/Public Rooms

**If you are the last person to leave a shared room, please turn off all lights and other shared electrical devices.

A. Kitchens

- 1. Kitchen spaces are shared. You will be assigned a cabinet space and a refrigerator space. At any time you may be required to share.
- 2. Keep fridge clean and tidy with all leftovers covered.
- 3. Some items (pots, pans, etc.) in the kitchens are to be shared. Please keep items in their respective kitchens.
- 4. **You MUST clean up directly after finishing a meal. This includes washing and putting away all dishes so other Occupants may use them. (10)**
- 5. Check the trash and empty it as needed. Wiping off the table, appliances, and countertops should be done everyday.
- 6. **DO NOT leave the stovetop, oven, or microwave unattended while cooking. (20)**

B. TV Lounges

- 1. All Occupants are to keep the area picked up and clean.
- 2. The volume on the TV should be kept at a moderate level at all times and lowered after 10:00 p.m.

3. Laying down and sleeping on the sofas and chairs is prohibited. If you are that tired, go to your room to lay down.

C. Parlor

1. The parlor can be rented for various activities by community groups. Notification will be posted on the board by the mailboxes. **Do not disturb the activity planned in the parlor. (15)**
2. The parlor may be reserved by an Occupant for entertaining purposes. This must be arranged with the Executive Director or Director of Occupant Services.

D. Bathrooms

1. Be sure to clean up after yourself.
2. DO NOT flush sanitary products because the pipes CAN NOT handle that type of waste.
3. DO NOT use anything other than toilet paper. Paper towels, napkins, etc. will clog the pipes.

III. Maintenance

1. All maintenance requests will need to be written, dated, signed, and placed in the maintenance box.
2. Once a request has been given to the director; it is assumed that permission is given to enter your room.

IV. Grievances

1. Grievances can be made to the Executive Director or Director of Occupant Services concerning other Occupants, house concerns, etc. These grievances may or may not be shared with board members or other Occupants.
2. **If there has been a conflict or disturbance on the property, a board member and/or the Executive Director may request a meeting with the Occupant. This request may be given either verbally or in writing placed in the Occupant's mailbox. The Occupant must respond within the time given by the request. If no response is given, it will be taken as an act of non-compliance to Plumb Place Policy and Procedure and further action may be taken against the Occupant.**
3. Grievances may also be addressed in writing to the Plumb Place Board of Directors Grievance Committee. The Executive Director will supply the chairperson's contact information, without question.

V. Office Hours

The Director of Occupant Services office hours will be posted as well as the Executive Director. This schedule will be followed as closely as possible. Staff may be out of the office and/or working inside the house during these hours. If this is the case then leave a message on the board and staff will find you after returning to the office. If there is a house emergency after hours then see the Occupant Assistant, call the Executive Director's cell phone or call "911" if necessary.

VI. Guests

A. General Guests

1. **There are NO overnight guests. (15)**
2. **Visitation hours are from 10:00 am – 10:00 pm. The Occupant must accompany guests at all times. No guests are allowed on the property prior to or after hours (15)**
3. **Guests are NOT allowed in the Occupant sleeping areas. Guests are allowed ONLY in the downstairs TV lounge, kitchen and parlor areas. (15)**
4. **Occupants are responsible for their guest's behavior. Guests are NOT allowed to be under the influence of any drugs or alcohol while visiting Plumb Place. (20)**

5. **Visiting time will be for 2 hour increments during the week and 4 hour increments during the weekends between regular visitation times allowed for all Occupants. (15)**
6. **There are NO restroom facilities for guests at Plumb Place. (15)**

B. Children

1. Visiting time will be for 4 hour increments during the week and 6 hour increments during the weekends between regular visitation times allowed for all Occupants.
2. Children are to be kept as quiet as possible. **NO EXCESSIVE NOISE and NO RUNNING in the halls. (10)**
3. You are to be with your children at all times. It is not acceptable for other Occupants to watch or be expected to watch your kids for you.

VII. General

OCCUPANTS WILL FAMILIARIZE THEMSELVES WITH FIRE EXITS AND WILL BE SHOWN SUCH EXITS DURING THE INITIAL TOUR. IN CASE OF FIRE, THE 'MEETING PLACE' IS THE PAY PHONE ACROSS THE STREET AT THE CAR WASH.

- A. **Occupants and guest behavior should not affect the health, peace, or safety of other Occupants, guest, parlor renters, etc. (20)**
- B. **Alcoholic beverages and illegal drugs are not permitted on Plumb Place property. If illegal drugs are suspected, the police will be notified. (15)**
- C. **Theft will NOT be tolerated and will result in immediate eviction. You will not be allowed back on Plumb Place property and the police will be notified.**
- D. **There will be NO smoking in the Occupant rooms or ANYWHERE inside Plumb Place. Smoking is permitted only at the designated smoking area located on the North West porch. (20)**
- E. If there is suspicion of damage to property, self, or to others then your room may be entered without notice.
- F. If there is suspicion of theft of property or illegal activities then your room may be entered without notice.
- G. Keep all doors shut and locked at all times.
- H. **Do not loan keys out to anyone. (20)**
- I. Guests should be with a Occupant. If a stranger is in the house, it is OK to call the police.
- J. All Occupants will wear proper attire while outside the privacy of their own rooms.
- K. **Occupants who have left Plumb Place on negative terms may not return to Plumb Place as a guest. (10)**
- L. **Do not leave food on stovetop or microwave unattended. (20)**
- M. **There is to be no candles or incense. (20)**
- N. **There are to be no small appliances in Occupant rooms without permission. If permission is granted, then be advised that random room checks will be made to make sure that the appliance is being used correctly. Any questions regarding this policy may be directed to the Director of Occupant Services. (20)**
- O. Do not let a stranger in the house. If there is a request to visit a Occupant, leave the guest outside and locate the Occupant. If the Occupant is not home then take a message. If a Occupant is not here, the guest should not be here. Guests should be supervised at all times.
- P. No notice of entering a Occupant's room is required by the Executive Director and/or other staff or board members if there is suspicion of harm to self, others, to Plumb Place property or any illegal activity.

- Q. The Plumb Place staff may request a Occupant to seek medical and/or mental health services. IF a Occupant does not comply with this request, the Occupant may be asked to find a more suitable housing arrangement.**
- R. Occupants are required to complete an updated Emergency Contact form on a regular basis.
- S. Safety directives by Plumb Place staff must be complied with whether in written or oral form.
- T. Intoxicated behavior, which jeopardizes the peace and safety of other Occupants of Plumb Place, is a violation to the rules and policies. (25)**
- U. Smoke detectors will be checked on a regular basis. Batteries may be taken out by Plumb Place staff ONLY. If you have removed your battery or your smoke detector, this can be basis for removal from the program.**
- V. Any Occupant involved with community corrections or drug court will adhere by the terms and conditions set forth by community corrections or drug court while a Occupant of Plumb Place programming.

VIII. Mailboxes

- A. The Post Office will not forward mail. It is your responsibility to notify each person/company who might be sending you mail when you move out. Plumb Place will forward your mail for one year.
- B. Any mail you receive here will be placed in your hallway mailbox.
- C. Outgoing mail may be placed in the mailbox on Union Street.
- D. Plumb Place staff will designate one person to be in charge of getting the mail from the outside mailbox and distributing it in Occupant mailboxes.

IX. Other

- A. Occupants are expected to complete a needs assessment and set goals accordingly. If appointments and/or actions toward completing goals are not met, action by staff will be taken (such as reminders, fines, and/or removal from the program).**
- B. A chore list will be posted. All Occupants are expected to do the assigned chore. If you are not able to do your chore, either find someone to do it for you and pay them the assigned chore amount or trade chores otherwise a fine will be assessed. Plumb Place staff will do a walk-through of the house every Tuesday and Friday before noon or as needed. If assigned chores are not done, fine notices will be placed in your mailbox.**
- C. All Occupants of Plumb Place must be using the resource room.**
- D. Periodically, at the discretion of staff, room checks will be conducted. A note stating any request and/or violation of Plumb Place rules and regulations will be left in the Occupant's mailbox when the room check is complete.
- E. Occupant meetings will be posted and advance notice will be given. Attendance to these meetings is REQUIRED. If you have another appointment/engagement during the time of the meeting, notice must be given to Plumb Place staff.
- F. Quiet hours will be observed from 10:00 p.m. to 8:00 a.m. Noise levels are to be kept at a minimum. (10)**
- G. No incoming calls after 10:00 p.m. Please limit all calls to 20 minutes. (10)**
- H. Volunteer work: Occupants will donate a set number of hours to Plumb Place. Failure to submit the required time will result in a point fine. (10)**
 - a. 4 hours per month if you work full time; 8 hours per month if you work part time or attend school; 16 hours per month if you do not work or attend school.
 - b. Volunteer hours may be completed out of house (in the community) with prior approval from staff. If you choose to complete all or a portion of your hours outside the house, then the occupant is to obtain a weekly letter from their supervisor on the agency's letterhead with the total number of hours completed for the week. The occupant's supervisor will need to sign and date the form and submit it to staff.

- I. Some fundraising events are held throughout the year during which Occupant assistance will be mandatory. Other events will be worked on a voluntary basis. If volunteers do not come forward, Occupants will be assigned specific, mandatory tasks at the discretion of staff. All hours worked count toward Volunteer Work.
- J. **All Occupants under the age of 18 will have a 12:00 (midnight) curfew.**
- K. **Occupants are living with each other and should maintain a civil environment within Plumb Place. This means refraining from gossiping about other Occupants and the spread of rumors.**

EMERGENCY SITUATIONS:

- A. **Tornado:** Stay away from the windows. If the sirens sound then go to the basement until the all clear is given by weather authorities.
- B. **Fire:** If you smell smoke or see flames then call 911 immediately. Let as many Occupants know to exit the building as you are exiting the building. All Occupants are to meet at the carwash payphone across the street.
- C. **Break-In:** If there has been a break-in then DO NOT TOUCH ANYTHING and immediately call the police (911). Then call the Executive Director or a board member. If you suspect that the person is still in the house then immediately leave the house and call 911 from a payphone.
- D. **Severe Medical Situation:** Do not move the person and immediately call 911 and then call the Executive Director or a board member.
- E. **Stranger in the House:** If there is someone in the house that you do not know then ask who they are and why they are there. If you aren't comfortable with the answer then walk away and call 911.
- F. **Gas Leak:** If you think you smell gas ask other Occupants for verification. Call the Executive Director or a board member before calling 911. Alert as many Occupants as possible before leaving the house. All Occupants are to meet at the payphone across the street at the car wash.
- G. **Psychiatric Situation:** Call the Executive Director or a board member before calling 911. DO NOT confront the person, wait for emergency personnel.
- H. **Bomb Threat:** Call 911 immediately and evacuate the building. All Occupants will need to meet at the payphone across the street at the car wash.