



224 E. 6<sup>th</sup> Avenue · Emporia, KS · 66801 · 620-342-1613

Occupant Phones: Upstairs: 620-342-5238 Down Stairs: 620-342-3830

## OCCUPANT HANDBOOK

### 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, or upon, 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:

- IS EXPECTED TO not jeopardize the peace and safety of other occupants.
- IS EXPECTED TO abide by the Plumb Place Occupant Handbook and rules as written.
- IS EXPECTED TO follow staff directives, utilize the resource center, and work toward goals established in case management.

**TERMINATION** - Termination from the program can occur upon any of the following:

- Repeated failure to follow Occupant Handbook / non compliance with handbook rules.
- Behavior that jeopardizes the peace and safety of other Occupants/house.

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. 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.

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.

Plumb Place complies with a Housing First approach: Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements.

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.

## **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 Plumb Place Staff.
- 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; open food containers attract ants and other pests.**
- E. NO burning candles or incense in Occupant rooms.
- 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.
- G. Pets are NOT allowed inside Plumb Place with the exception of documented therapy animals. Any question regarding this policy can be directed to staff.

## **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 with other occupants.
- 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.**
- 5. Check the trash and empty it as needed. Wiping off the table, appliances, and countertops should be done immediately after you are finished cooking.
- 6. **DO NOT leave the stovetop or oven unattended while cooking. This poses a fire hazard.**

### **B. TV Lounges**

- 1. All Occupants are to keep the area organized 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. No feet on the sofas. Use the foot stools.

### **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.
2. The parlor may be reserved by an Occupant for entertaining purposes. This must be arranged with the Executive Director and Program Manager.

### **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. If you do not have toilet paper, see the Facilities Coordinator.**

## **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 placed in the box; you have given the maintenance person permission to enter your room if maintenance is required in your room. The maintenance person will knock and ask before coming in.

## **IV. Grievances**

1. Grievances can be made to the Executive Director or Program Manager or Director of Occupant Services concerning other Occupants, house concerns, etc.
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 Procedures.
3. Grievances may also be addressed in writing to the Plumb Place Board of Directors.

## **V. Office Hours**

Staff office hours will be posted. 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, see the Facilities Coordinator, if she is unavailable, call the Executive Director and/or Program Manager's cell phone. If unable to reach any staff or if emergency is in progress, call "911" as appropriate.

## **VI. Guests**

### **A. General Guests**

1. **There are NO overnight guests.** This rule is to ensure the peace and safety of all occupants. Violation of this rule will lead to termination from the Plumb Place program.

2. Visitation hours are from 8:00 am – 10:00 pm. The Occupant must accompany guests at all times. **No guests are allowed on the property prior to or after hours.**
3. **Guests are NOT allowed in the Occupant sleeping areas. Guests are allowed ONLY in the downstairs TV lounge, kitchen, and parlor areas.**
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.
5. There are NO restroom facilities for guests at Plumb Place except in cases of emergency.

## **B. Children**

1. Child guests are expected to be supervised at all times.

## **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 PARKING LOT OF MAX'S GAS STATION.**

A. Occupants and guest behavior should not affect the health, peace, or safety of other Occupants, guest, parlor renters, etc.

## **B. Alcoholic beverages and Illegal Drugs are strictly prohibited on Plumb Place property.**

1. If an occupant is in possession of drugs and comes to staff surrendering said drugs to staff, the police will be called and will pick up the surrendered drugs. Staff will meet with the occupant to determine goals to secure sobriety including seeking out and complying with substance abuse treatment.
2. If an occupant is in possession of alcohol and comes to staff, staff will observe as the occupant pours the alcohol out and disposes of the bottle. Staff will meet with the occupant to determine goals to secure sobriety including seeking out and complying with substance abuse treatment.
3. If drugs are found in an occupant's room during a room check or random visit from the police with drug detection dogs, the occupant will be subject to whatever criminal charges may apply. Determination of continuance in the Plumb Place program will be dependant on: a) whether occupant must serve jail time and how much, therefore, if the occupant is able to continue in the Plumb Place program b) ability of Plumb Place to meet the needs of the occupant. If it is determined that Plumb Place cannot meet the needs of the occupant, Program Manager or Director of Occupant Services will sit with the occupant to explore all alternative housing possibilities including inpatient rehabilitation or shelters with a specific focus on substance abuse.
4. If alcohol is found in an occupant's room during a room check, staff will dispose of the alcohol by pouring down the drain and disposing of the bottle in the dumpster. Staff will schedule a meeting with the occupant if said occupant is not on the property at the time of the finding. During this meeting, staff and occupant will discuss the rules governing alcohol use: all legal recreational alcohol use is to be done off property with respect to occupants who are working toward sobriety and can be triggered by the presense of alcohol and inebriation. If the occupant in possession of alcohol was herself working toward sobriety and has a history of alcohol abuse, Staff will meet with the occupant to determine goals to secure sobriety including seeking out and complying with substance abuse treatment. If it is determined that Plumb Place cannot meet the needs of the occupant, Program Manager or Director of Occupant Services will sit with the occupant to explore all alternative housing possibilities including inpatient rehabilitation or shelters with a specific focus on substance abuse.

**C. Weapons are strictly prohibited on Plumb Place property.** The following are prohibited weapons: brass knuckles, mace/pepper spray, knives with a blade in excess of 2.5 inches, a ballistic knife with a blade of any length, guns, explosive devices, throwing stars, air soft and paintball markers.

1. If you are found to be in possession of one of the weapons underlined, these weapons are illegal in the state of Kansas. The weapon will be confiscated and turned over to police and you may be terminated from the Plumb Place program on basis of jeopardizing the peace and safety of other occupants. If you are found in the possession of any of the other weapons, the weapon will be confiscated, you may be terminated from Plumb Place on basis of jeopardizing the peace and safety of other occupants, and will be able to pick up your weapon as you leave. *If you are a licensed gun owner, you **MUST** turn over the gun to Plumb Place staff **immediately upon admittance** into the program and we will lock it in the office safe until such time as your exit from Plumb Place. At which point it will be returned to you.*

D. Theft will NOT be tolerated and may result in termination. You will not be allowed back on Plumb Place property and the police will be notified.

E. 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. This includes electronic and vapor smoking devices.

**F. Keep all doors shut at all times. This is a safety concern.**

G. Do not loan keys out to anyone. This is a safety concern.

H. All Occupants will wear appropriate attire while outside the privacy of their own rooms.

I. Occupants who have left Plumb Place on negative terms may not return to Plumb Place as a guest.

J. Do not leave food on stovetop or oven unattended.

K. There is to be no candles or incense in occupant rooms or shared spaces.

L. 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 Plumb Place staff.

M. **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. IMPORTANT: If a stranger comes to the door asking if a certain occupant lives here, tell them you do not know, but will check. Go to the occupant in question if she is home and describe the person to them. If this is someone the occupant does not want to know they live here you may return and tell the person there is no one here by that name - or if you feel unsafe, you are under no obligation to return to the door at all. If the person does not leave or threatens occupants or the house, alert staff, and if it is after hours, call the police.

N. 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.

O. The Plumb Place staff may request a Occupant to seek medical and/or mental health services. If the Occupant does not comply with this request, the Occupant may be asked to find a more suitable housing arrangement. Staff will work with the occupant to determine the best housing option that will meet the needs of the occupant.

P. Occupants are required to complete an Emergency Contact form on admission to Plumb Place program.

Q. All occupants must comply with safety directives given by Plumb Place staff whether in written or oral form.

R. Intoxicated behavior, which jeopardizes the peace and safety of other Occupants of Plumb Place, is a violation to the rules and policies. Occupants who return to Plumb Place intoxicated must go to their room in order to ensure their own safety and the safety of others. The facilities coordinator may open the occupant's door and check on them if there is suspicion of harm to self or others.

S. Smoke detectors can be checked on a regular basis. Removal of smoke detectors or batteries is prohibited.

T. 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 part of the Plumb Place program.

## **VIII. Mailboxes**

A. The Post Office will not automatically 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. If you choose to not leave a forwarding address Plumb Place will mark your mail with "Return to Sender"; we will not hold mail for you.

B. Any mail you receive here will be placed in your hallway mailbox by the Facilities Coordinator. Only staff or a staff-designated occupant (see below) is allowed to check the mailbox and distribute mail into resident mailboxes. Outgoing mail may be placed by the occupant sending it in the outgoing mailbox on Union Street.

C. If the Facilities Coordinator is unavailable, she or other 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. Unless staff has designated an occupant to accept and distribute mail, ONLY STAFF may collect mail and distribute it.

D. If services have been rendered to Plumb Place and a receipt is needing to be signed and then given to the executive director, ONLY a member of staff may sign and deliver that receipt.

## **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, staff will meet with occupant to determine why this is, and if Plumb Place is able to meet the needs of the occupant. If Plumb Place is unable to meet the needs of the occupant, staff and occupant will work together to find alternative housing.

B. A chore list will be posted. All Occupants are expected to do the assigned chores. 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. Plumb Place staff will do a walk-through of the house every Tuesday and Friday at 11:30 am. Everyone is held to the same expectations. This is a shared living space and all occupants share responsibility for care and upkeep. This home is on the historic register - take pride as an occupant of this historic home.

C. Periodically, at the discretion of staff, room checks will be conducted to ensure safety of occupants and compliance with this handbook. 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. Staff will meet with occupant to ensure compliance with handbook rules in regard to rooms.

E. Occupant meetings will be posted and advance notice will be given. Attendance to these meetings is MANDATORY. If you have another appointment/engagement during the time of the meeting, notice must be given to Plumb Place staff ahead of time.

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.

G. No incoming calls after 10:00 p.m. except in case of emergency. Please limit all calls made on shared phones to 20 minutes.

H. **Mandatory in House Service:** Occupants will donate a set number of hours to Plumb Place, which is a community resource and historic building.

a. 4 hours per month if you work full time; 8 hours per month if you work part time or attend school or are on disability; 16 hours per month if you do not work or attend school.

b. Service hours must be completed in the house. There will be a posted list of Mandatory In-House service opportunities on the board in the downstairs mailbox area.

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 and can count toward mandatory in-house service hours. If volunteers do not come forward, Occupants will be assigned specific, mandatory tasks at the discretion of staff.

J. **Occupants are living with each other and should maintain a civil environment within Plumb Place. Gossiping about other occupants, spreading rumors, discriminatory language, and bullying behavior are strictly prohibited.**

#### **EMERGENCY SITUATIONS:**

**A. Tornado:** Stay away from the windows. If the sirens sound then go to the basement, in the laundry room, past the small door to the left of the stairs 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 parking lot of Max's Gas Station.

**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, Program Manager, Director of Resident Services, 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. Medical Emergency:** Do not move the person and immediately call 911 and then alert the Facilities Coordinator who will call the Executive Director or other staff 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. Do not confront them yourself.

**F. Gas Leak:** If you think you smell gas ask other Occupants for verification. Call a member of staff and then call 911. Alert as many Occupants as possible before leaving the house.

**G. Psychiatric Emergency:** Alert the Facilities Coordinator who will call the Executive Director, Program Manager, Director of Resident Services, or a board member before calling 911. If the Facilities Coordinator is unavailable and cannot be reached by phone, contact above mentioned staff members. If unable to reach any member of staff, call 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 Max's gas station.