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Program Participant Phones: Upstairs: 620-342-5238 Downstairs: 620-342-3830

Plumb Place Program Participant Handbook

Plumb Place 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 Program Participants.
- IS EXPECTED TO abide by the Plumb Place Program Participant Handbook and rules as written.
- IS EXPECTED TO follow staff directives, use resource center, and work toward goals established upon entry.

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

- Repeated failure to follow Program Participant Handbook / noncompliance with handbook rules.
- Behavior that jeopardizes the peace and safety of the other Program Participants/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 low-barrier shelter requirements meaning we accept people as they are, without strict sobriety requirements to provide a safe, warm place of shelter for those who may have no other option.

Violations of this handbook CAN result in termination from the Program; certain violations are assigned a point value with a total of 50 points = termination from Plumb Place.

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. Domestic Violence

Plumb Place has the responsibility of assessing our capacity to meet the needs of the populations we serve. Plumb Place does not have the resources for residents that are currently in danger. If an applicant is immediate danger and fleeing Domestic Violence, they will be properly-resourced to the community Domestic Violence Shelter, SOS to ensure the safety of themselves and others.

II. Program Participant Rooms

- A. All rooms are furnished. You may move the furniture within the room as you please. If you need help, ask staff. 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. (50)
- 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. (20)**
- E. NO open flame (including burning candles or incense) in Program Participant rooms. (50)
- F. Each Program Participant will be provided a key to the outside door and to her individual room. Program Participants may not loan or give keys to anyone including friends or relatives. (50)
- 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.

III. 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 Program Participants.

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 Program Participants may use them. (15)**
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. (50)**

B. TV Lounges

1. All Program Participants are to keep the area organized and clean. Simply pick up after yourself; you are not required to pick up after others but are expected to pick up after yourself.
2. The volume on the TV should always be kept at a moderate level 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. (25)
2. The parlor may be reserved by an Program Participant for entertaining purposes. This must be arranged with the Executive Director and Program Manager.

D. Bathrooms

1. Please always clean up after yourself when you have finished using the facilities.
2. **DO NOT flush sanitary products because the pipes CAN NOT handle that type of waste. (20)**
3. **DO NOT use anything other than toilet paper. Paper towels, napkins, etc. will clog the pipes. If you do not have toilet paper and no income with which to purchase it, see the staff. You are expected to supply your own toilet paper when you have an income. (20)**

IV. Maintenance

1. All maintenance requests will need to be written, dated, signed, and placed in the maintenance box and/or written on the maintenance board.
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.

V. Grievances

1. Grievances can be made to staff concerning other Program Participants, house concerns, etc. Grievances in writing will be given to the Executive Director, and if necessary, shared with the board who may request a meeting with the program participant.
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 Program Participant. This request may be given either verbally or in writing placed in the Program Participant's mailbox. The Program Participant 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.

VI. 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 or under the door and staff will find you after returning to the office. If there is a house emergency after hours, see the overnight intern if available, who will contact the Executive Director and/or other staff. If unable to reach any staff or if emergency is in progress, call "911".

VII. Guests

A. General Guests

1. **There are NO overnight guests.** This rule is to ensure the peace and safety of all Program Participants. Violation of this rule will lead to termination from the Plumb Place program. (50)
2. Visitation hours inside the house are from 3:00 pm – 7:00 pm. The Program Participant must accompany guests at all times. Only guests allowed outside this time are: family members, social service professionals working with the program participant, clergy members meeting with program participant, or child visits with social worker which are necessary to hold outside those times. **No guests are allowed in the house or on porches prior to or after hours. (50)**
3. **Guests are NOT allowed in the Program Participant sleeping areas. Inside the house, guests are allowed ONLY in the downstairs TV lounge, kitchen, and parlor areas. (50)**
4. Program Participants 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. (25)
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**.

VIII. General

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

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

No illegal drugs or alcohol. Periodically the sheriff's department will visit Plumb Place with the drug dogs. 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) alcohol, or paraphernalia is found then you will be turned over to the appropriate authorities and **immediately evicted.**

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, airsoft 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 will be terminated from the Plumb Place program on basis of jeopardizing the peace and safety of other Program Participants (50).

2. 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 Program Participants (40), and will be able to pick up your weapon as you leave.

3. *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. If you are found in possession of a gun after admittance that you did not immediately turn over to staff, you will be terminated from the program immediately (50).*

D. Theft will NOT be tolerated and will result in termination. You will not be allowed back on Plumb Place property and the police will be notified. (50)

E. There will be NO smoking in the Program Participant 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. (25) Smoking cigarettes inside is having an open flame inside the home (50).

F. Keep all doors shut at all times. This is a safety concern. (30)

G. All Program Participants will be appropriately clothed while outside the privacy of their own rooms. (25)

H. Program Participants who have left Plumb Place on negative terms may not return to Plumb Place as a guest.

I. There are to be no small appliances in Program Participant rooms. (40) If you have questions about what constitutes a small appliance, direct questions to staff.

J. IMPORTANT: If a stranger comes to the door asking if a certain Program Participant lives here, tell them you do not know, but will check. Go to the Program Participant in question if she is home and describe the person to her. If this is someone the Program Participant 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 Program Participants or the house, alert staff, and if it is after hours, call the police.

K. No notice of entering a Program Participant'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.

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

M. Program Participants are required to list an Emergency Contact on admission to Plumb Place program.

N. All Program Participants must comply with safety directives given by Plumb Place staff whether in written or oral form.

O. Intoxicated behavior, which jeopardizes the peace and safety of other Program Participants of Plumb Place, is a violation to the rules and policies. Program Participants who return to Plumb Place intoxicated must go to their room in order to ensure their own safety and the safety of others and may result in termination from the program. The staff may open the Program Participant's door and check on them if there is suspicion of harm to self or others.

P. Smoke detectors can be checked on a regular basis. Removal of smoke detectors or batteries is prohibited. (25)

Q. Any Program Participant 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.

R. Program Participants are expected to reside at Plumb Place as primary residence. If a Program Participant expects to be gone for more than 3 days, she is expected to inform staff. Otherwise, if a Program Participant does not appear to be living at Plumb Place, she will be called, and if unable to reach Program Participant or emergency contact, staff will check key card logs and if keys have not been used in past three days, termination paperwork will be posted on the Program Participant's door along with a note to see staff immediately upon return, otherwise she will be terminated from whichever Plumb Place program she is in, and her belongings will be bagged, labeled, and stored for no less than 30 days.

IX. 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 staff. Only staff or a staff-designated Program Participant (see below) is allowed to check the mailbox and distribute mail into resident mailboxes. Outgoing mail may be placed by the Program Participant sending it in the outgoing mailbox on Union Street.

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. Program Participants may only fill out and give receipts related to donations which are then documented in the donation binder.

X. Other

A. Program Participants 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 Program Participant to determine why this is, and if Plumb Place is able to meet the needs of the Program Participant. If Plumb Place is unable to meet the needs of the Program Participant, staff and Program Participant will work together to find alternative housing.

B. A chore list will be posted. All Program Participants are expected to do the assigned chores. If you are not able to do your chore, you may find another program participant with whom to 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 Program Participants share responsibility for care and upkeep. This home is on the historic register - take pride as a Program Participant of this historic home. Consistently not completing chores and/or community service will result in termination from the program. Staff will work with you to make sure you are not assigned chores that are outside your physical ability to complete.

C. Periodically, at the discretion of staff, room checks will be conducted to ensure safety of Program Participants and compliance with this handbook. A note stating any request and/or violation of Plumb Place rules and regulations will be left in the Program Participant's mailbox when the room check is complete. Staff will meet with Program Participant to ensure compliance with handbook rules in regard to rooms. A room in violation of handbook rules = 10 points violation.

E. Program Participant 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. (15)

G. No incoming calls on Plumb Place phone lines after 10:00 p.m. except in case of emergency to respect the quiet time. Please limit all calls made on shared phones to 20 minutes.

H. Mandatory in House Service: Program Participants 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. If you have any questions about what constitutes a community service, see staff.

I. Some fundraising events are held throughout the year during which Program Participant 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, Program Participants will be assigned specific, mandatory tasks at the discretion of staff. All events will count toward community service and no program participant will be assigned a task that poses a physical or mental hardship.

J. **Program Participants are living with each other and should maintain a civil environment within Plumb Place. Gossiping about other Program Participants, spreading rumors, discriminatory language, and bullying behavior are strictly prohibited and will result in termination from the program. (50)**

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 Program Participants know to exit the building as you are exiting the building. All Program Participants 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). If you suspect that the person is still in the house, then immediately leave the house and call 911.

D. **Medical Emergency:** Do not move the person and immediately call 911 and then alert the staff or intern who will call the Executive Director.

E. **Stranger in the House:** If there is someone in the house that you do not know feel free to ask who they are and why they are there. If you aren't comfortable with the answer, then walk away and call 911. If you are not comfortable asking them, do not confront them yourself, you may ask other program participants and/or call 911.

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

G. **Psychiatric Emergency:** Alert the staff or interns who will call the Executive Director, Program Manager, Director of Resident Services, or a board member before calling 911. 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 Program Participants will need to meet at Max's gas station.