



Andrea's House Residence Manual

1. Our Mission

Andrea's House is committed to building a supportive, faith-rooted community where women recovering from substance use disorders and trauma can heal and grow alongside their children. Through the hope of Jesus Christ and the symbol of the rainbow, we foster belonging, strength, and transformation for all, regardless of background or belief.

2. Admission

Upon admission to Andrea's House each house guest will be asked to take a drug urinalysis as well as an alcohol breathalyzer. ****Failure to do so will result in the house guest not being admitted into the program.*** All clothing and personal belongings will be searched prior to admission into the program. Bedding, pillows, towels, and hygiene products are provided for each house guest and their children. Andrea's House staff asks that you please do not bring personal or material possessions that you deem to have sentimental or monetary value. We will not be responsible for these lost or stolen items within the house should you decide to do so. Lastly, we ask that all house guests entering Andrea's House inform the case manager of the following but not limited to; health/mental health diagnoses, prescribed medications (***any medications in your possession that do not have a written prescription or that are not in a prescription bottle with YOUR name, will be destroyed***), all doctors, psychiatrists, and/or clinicians in which you may be involved, and any pending legal cases (including your probation/parole officer if applicable, CPS cases, out of state charges, guardianship disputes, etc.) You will be asked to sign release(s) so Andrea's House staff may effectively communicate, regarding your treatment and the safety of your children, with your current providers and community agencies.

3. Confidentiality

Andrea's House guests are strongly encouraged to not disclose the location of the residence without permission from staff. We ask that guests do not disclose the identity of other Andrea's House guests to anyone during or even after their stay.

4. Goals and Case Management

Andrea's House Case Manager will work with house guests to set goals to help house guest's move towards empowerment and self-sufficiency. It is the responsibility of the house guests to work on achieving these goals during their stay.

4.1 House guests will be expected to meet with the Andrea's House Case Manager a minimum of two times a week to create and review a recovery plan.

4.2 House guests will be expected to meet with the Andrea's House Case Manager to create and review a parenting plan.

4.3 Case Management begins when a guest enters Andrea's House; to include but not limited to goals set by house guest and case manager that work towards safety, sobriety, healthy parenting, and self-sufficiency. Some of these goals house guests may reach while at Andrea's House, while others may take longer. House guests are also **required** to attend daily AA/NA/ Celebrate Recovery self-help groups as well as any mental health or behavioral services deemed necessary for the house guest to progress in their recovery. House guests are also required to attain a sponsor and/or a spiritual advisor.

4.4 House guests will be required to submit a minimum of 5 job searches weekly and provide information to your case manager, when applicable. Once employment is obtained, house guest will set an amount, based on their monthly income, that will be placed in savings. This is to ensure that upon completion of the program, house guests and their child(ren) begin their path to financial security. Andrea's House stay will be at the discretion of the Andrea's House Executive Director and Case Manager for each guest; but house guests may be asked to leave sooner if she has reached her full potential within the Andrea's House case management program or in the event the guest is failing to thrive or comply to the program rules and expectations.

5. Drug Screenings

Andrea's House staff reserves the right to administer random urinalyses and/or breathalyzer tests and/or upon any suspicion observed or reported by staff and/or housemates.

6. Deposit/Program Fees

The deposit for a house guest and her child is \$350, 2 children is \$450. Program Fees are expected to be paid on a **weekly** basis. ***Program fees for a single mother and one child is \$175 per week. A mother with two children is \$225 per week.*** It is your responsibility to make sure your program fees are paid on time and up to date. If there is an issue, this should be reported to the Case Manager or Residential Manager in a timely manner. ***Failure to pay program fees can result in termination from the program.*** Program fees are used as an accountability tool and a way to help our residents become responsible and independent mothers.

7. Andrea's House Visitation/Overnights for Children

ALL visitors must be approved by Andrea's House Executive Director and Andrea's House Case Manager prior to visitation.

7.1 Leave of Absence Forms (LOA)- Must be submitted and approved prior to your child/ren visiting outside of the Andrea's House Residence. This is for the safety of your child/ren as well as the residents of Andrea's House.

7.2 Visitation and Approval Process- Visitation will be at the discretion of the Residential Manager to protect the anonymity and privacy of Andrea's House women and children. Children are permitted to go for day and overnight visits with verified and approved family members. ***Children who are not residents of Andrea's House, are permitted to visit upon approval from staff and permitted for overnight stays, upon approval from staff and with a minimum of 48 hour notice.***

8. Daily Devotionals and Program Classes

8.1 Daily Devotionals- Andrea's House devotional readings are done **daily and are mandatory**. These readings are peer led and are mandatory in adherence to the faith-based program of Andrea's House as well as the 12 Step programs of AA/NA/Celebrate Recovery.

8.2 Program Classes- Andrea's House staff requires all house guests to pick a minimum of 2 classes to participate in on a weekly basis in accordance with treatment programming i.e., spirituality, financial literacy, nutrition, resume writing, job literacy, GED/College Prep classes, H.E.A.R.T. Program, equine therapy, aromatherapy.

8.3 Mandatory Classes- *Parenting and financial literacy classes are mandatory.* Failure to do so can result in termination from the Andrea's House program.

9. Curfew

Curfew is put into place for the safety of all Andrea's House guests and staff.

9.1 Children and Non-children Curfews- House guests with children are expected to return to the house by **8pm** each evening unless otherwise approved by the Residential Manager. House guests without children are expected to return to the house by **9 pm** each evening. All house guests are expected to return each night to Andrea's House, unless in a phase where it permits the house guest to have an overnight stay.

9.2 Sign-Out Procedures- When a house guest leaves the house, Andrea's House staff asks that house guests sign out and inform their house manager(s) where they are going and when they plan to return. This is in hopes to help ensure safety and encourage accountability. No house guest should be signed out for more than 3 hours without permission from the Residential Manager.

10. Pets

Andrea's House does not allow pets that are not identified as a service animal in accordance with ADA laws.

10.1 Service Animal Guidelines- Service animals are not permitted to be at Andrea's House without its owner. House guests are expected to care for their service animal (feed, clean up after, take to the bathroom, etc.) and have it with them at all times, on a leash. House guests are asked to be respectful of other house guest's comfort with animals and to be mindful that their animal is not touching, jumping on, or scratching other house guests who are not comfortable being around animals. It is the house guest's responsibility to be mindful of the location of the animal at all times.

10.2 Humane Society Assistance- If a house guest is worried about a family pet, the house guest can make arrangements with the Frederick County Humane Society for possible placement of their pet. Please speak to the case manager about setting up this service and care for the family pet while at Andrea's House.

11. Security Procedures

Please DO NOT exit the house for any reason between the hours of 11pm and 6am. If there is an extreme circumstance or emergency, please dial 911 or contact the Residential Manager IMMEDIATELY.

11.1 Late Night Policies- House guests are expected to not only sign out but inform the house manager(s) if and when they need to return late to Andrea's House.

11.2 Emergency Contact Steps- *IMPORTANT* If a house guest does not call in or return when expected, house guests should immediately inform the Residential Manager and an attempt will be made to contact the house guest by phone. If house guest does not answer, the emergency contact will be called. If staff is still unsure of where house guest is, law enforcement will be informed of the potential problem.

12. Emergency Protocols

In the event of the following house-related emergencies, the expectations are:

12.1 Fire- Call 911. Please exit Andrea's House with your children and go out into the cul de sac. If you are in your bedroom, exit and shut the door behind you. For your safety, please do not re-enter the house until the Fire Department or Andrea's House Staff have confirmed that it is safe.

12.2 Health Related- If another house guest or yourself is in need of medical attention, please alert the Andrea's House Residential Manager to call 911. If a house guest reports that she has hit her head in some capacity, 911 must be called to examine the house guest, regardless if the guest refuses medical treatment, due to the severity of head injuries.

12.3 Overdose- In the event that there is an overdose; there is Narcan on every level of Andrea's House. If you have been trained to administer the naloxone, please follow all safety precautions when doing so. **Please remember to call 911 prior to performing any rescue/life-saving techniques.**

12.4 Violence: Remove yourself from the area that the violence is occurring. This may consist of going outside or on a level of Andrea's House that is furthest from the violence. Alert the Residential Manager to call 911 immediately.

13. Child Care Guidelines

House guests are responsible for their children and need to supervise their activities at all times.

13.1 Supervision- Andrea's House staff **will not** provide childcare for children. House guests are expected to be on the same floor as their children. When children are playing together, we ask that they are supervised by both/all parents. If children are asleep in their rooms, parents may leave the room but are expected to check on the children frequently and/or utilize baby monitors. House guests may use a baby monitor from Andrea's House staff to listen to sleeping children while they are not in the room. **Children are not allowed to be at the house without their parent and cannot be watched by another resident if the parent is not at the house.** All minors in house guest care are not permitted to use the stove or other kitchen equipment without supervision of their guardian. This includes knives, glassware, stove top, oven, microwave, dishes, etc.

13.2 School Attendance- Children are expected to attend school during the academic year, while they are staying at the Andrea's House. If a child must miss school due to illness, house guests are expected to check in with the **Andrea's House Residential Manager**. House guests who have school-age child(ren) will be asked to sign a Release of Information (ROI) for Andrea's House staff to connect with their child's/children's school resource worker. School bus transportation will be set up by Andrea's House Case Manager. House guests are expected to accompany children to the bus stop and are expected to be on time for the school bus. House guests are expected to be waiting for their child when the child is being dropped off from school bus, on time, and walk back to the house with the child.

13.3 Illnesses- All housemates are required to keep any child/ren that are ill or that have communicable diseases, in their rooms and not in the common areas of the home where other housemates and their children can be infected.

14. Parenting and Discipline

The Andrea's House Residential Manager is available to discuss parenting issues. Information on child development and appropriate discipline is also available.

14.1 Positive Discipline- Andrea's House is a nonviolent environment. We ask that house guest use positive child discipline while inside the house. Staff is here to support you and offer suggestions for positive child discipline.

14.2 No Violence Policy- You may not hit or spank your child while residing at Andrea's House. In addition, no verbal abuse of children will be tolerated. Verbal abuse is defined as any verbal assault that undermines a child's self-esteem, such as screaming, name calling, belittling, etc.

14.3 Reporting Abuse- Andrea's House staff reserve the right to interpret behavior as abuse. ***Andrea's House staff will report any suspected child abuse or neglect to the Frederick County Child Protective Services (CPS).**

15. Smoking Policy

Cigarettes, vapes, any form of chewing tobacco, lighters and matches are to be kept in a safe place and out of the reach of children by house guests when not in use.

15.1 Designated Areas- We ask that house guests do not go out front of the Andrea's House to smoke. **Smoking cigarettes, the use of e-cigarettes, and any form of chewing tobacco is allowed out back at the table only.** Curfew is at 930pm, however, from 930pm–11pm, smoking will be permitted in the back of the residence. **There will be NO smoking after 11pm. Smoking is not allowed inside of the house; this includes bedrooms and bathroom areas.**

16. Personal Rooms

Due to limited space, staff cannot guarantee a private room. Please respectfully share space with your roommates and their children.

16.1 Room Assignments- Staff can authorize room changes at **ANY** time. Staff will attempt to alert you ahead of time, but please understand that this may not always be possible. Staff reserves the right to search rooms at any time.

16.2 Cleanliness and Quiet Hours- House guests are responsible for the upkeep of their assigned bedroom. All doorways must remain clear, and clutter must be kept at a minimum. House guests are expected to always keep their rooms neat. We ask that house guests do not take food, drink, or medication into their bedrooms. **10pm to 7am is considered quiet time in the house and is created to allow those to rest.** House guests should be quiet and respectful of those sleeping if they choose to be out of their rooms after 10pm.

16.3 Privacy and Boundaries- House guests are asked not to be in another resident's bedroom. This includes children of different house guests. This is to maintain safety and privacy for all house guests.

17. Phones

17.1 GPS Tracking- For house guests who have their own cell phone, be mindful that if you have GPS tracking on your phone that it will need to be disabled or set to 911 only. This is important for every house guest's safety. If any house guest would like more information on cell phone tracking and stalking, please see Andrea's House staff.

17.2 Usage Rules- Please be respectful of others when using your cell phone. **Cell phone use during case management, devotionals, and other treatment programming will not be tolerated and will result in a verbal or written warning.**

18. Laundry

House guests are responsible for their own laundry. As other guests may need to use the laundry facilities, please remove your cleaned and dried clothes from the laundry machines in a timely manner.

18.1 Courtesy Expectations- House guests should not leave the house if they have laundry in the machines. Staff will remove laundry and place in house guest's laundry basket if the facilities are needed while house guest is out. Each time you use the dryer, please empty the lint filter.

18.2 Laundry Hours- Laundry can be done between the hours of 9am and 9pm.

19. Transportation

House guests who have their own transportation can park their vehicle at Andrea's House.

19.1 Vehicle Requirements- Please be advised that if you bring your own vehicle to Andrea's House, it must be insured and have valid license plates. **You must also have a valid driver's license, insurance, and tags in order to operate any vehicle brought on Andrea's House premise.**

19.2 Provided Transportation Guidelines- Transportation for mental health appointments, medical appointments or appointments to Department of Social Services, CPS visitation, with appropriate notice of appointment date and staff approval, will be provided as staff's schedules permit them to do so. For information on the area bus transit, local taxi services, or ride share programs please speak to the Andrea's House Case Manager.

20. Kitchen Procedures

House guests are expected to clean up after themselves and their children immediately after each meal.

20.1 Safety Guidelines- Please remain in the kitchen while operating the stove. Children should not be operating the stove or the oven for any reason. For safety reasons, all children must be supervised while cooking.

20.2 Food Storage and Clean-Up- Please store your perishable and nonperishable food items in the assigned areas as space is limited. Please label all of your food with your initials. If any appliance is not in working condition, please notify staff immediately so that the problem can be fixed. Andrea's House Staff does not provide food items and we strongly encourage house guest to utilize their own means (money, WIC, SNAP) for food while at Andrea's House.

21. Common Room Rules

Common rooms, such as living room, dining room and kitchen are to be shared by all house guests. House guests are expected to clean up after themselves and their children.

21.1 Permitted Media- We ask that that only G, PG or PG 13 movies or video games to be viewed on the TV. Please do not bring pillows or blankets into the common rooms. If you are leaving the living room, please turn off the TV.

21.2 Food and Drink Rules- The only beverage permitted is water. Food in this area is prohibited in order to prevent bugs and other pests.

22. Medication Management

House guests are asked to make the Andrea's House Residential Manager and CNA aware of all medications, over the counter and prescribed. **All house guests are required to turn ALL medications over to Andrea's House staff upon admission.**

22.1 CNA Procedures- House guests are responsible for refilling all medications as directed by Andrea's House CNA. House guests are not permitted to share medication with one another. If a house guest needs an over-the-counter medication, they may check with staff to see if there is anything available.

22.2 Medication Logs- Andrea's House CNA will keep a daily log (MARS) of all medications for each house guest. ALL medication refills are delivered by Whitesell's Pharmacy, to Andrea's House, unless otherwise specified by the CNA or Residential Manager. **Failure to comply or adhere to medication regimens will result in a discharge from Andrea's House program.**

23. Mail Andrea's House, house guests can give out the address of Andrea's House if needed for community agencies, treatment, and/or medical appointments.

23.1 Mail Delivery Options- Please talk to the Andrea's House Case Manager prior to making a decision about mail. We encourage house guests to obtain their own P.O. Box in order to ensure proper delivery of their mail.

23.2 Prohibited Mail Sources- Any mail received from jails, prisons, treatment facilities, or institutions will be returned or destroyed.

24. Prohibited Behavior

To ensure the safety of all house guests, the following behaviors will not be tolerated:

24.1 Drugs and Alcohol: The use of alcohol, illegal drugs, and/or paraphernalia is not permitted at Andrea's House. The possession or consumption of drugs or alcohol inside the Andrea's House during your stay will result in immediate discharge from the Andrea's House program. Andrea's House is a sober living environment with the goal of maintaining safety for all house guests. If a house guest returns to Andrea's House under the influence of alcohol or drugs, this may result in immediate discharge from the Andrea's House. Andrea's House staff reserves the right to request a random urinalysis from any Andrea's House guest at any time. **Andrea's House guests who do not follow case management requests regarding the drug and alcohol policy will have their stay at Andrea's House terminated.** If any house guests are concerned with their own alcohol or drug use, they can speak to the Andrea's House Case Manager so that support and treatment referrals can be provided.

24.2 Violence and Threats- No threats or acts of violence will be tolerated against any staff or house guests. **Any threats, abusive language or behavior, aggression, or any other disruptive behavior such as inappropriate gestures or comments, verbal abuse, intimidation, hostility etc. will be grounds for immediate discharge.** If violence occurs; **ALL** offending parties will be discharged. If a threat of violence is made, the house guest who is making the threat will be discharged.

24.3 Offensive Language- Using degrading ethnic, racial, sexist, homophobic, transphobic, or political language is considered unacceptable behavior and will be grounds for immediate discharge. Joking about violence of any sort is considered inappropriate.

25. Warning System and Termination Policy

Warnings will be given when a house guest is not following the safety and self-sufficiency-based rules of the Andrea's House program that have been listed in the handbook.

25.1 Verbal and Written Warnings- The initial warning will be verbal. The Residential Manager will speak directly to the house guest regarding the rule and remind the house guest of the expectations. This verbal warning will be documented in the house guest file and reported to the Andrea's House Executive Director. If the behavior continues it will result in written warnings/behavior contract from any Andrea's House staff. The written warning/behavior contract will be typed up by Andrea's House staff and reviewed with the house guest who will be asked to sign the warning/contract. The written warning/behavior

contract will be placed in the house guests file and staff will notify the Andrea's House Executive Director. If a house guest receives a 3rd warning from the Andrea's House staff regarding behavior, the house guest will be asked to leave. **All staff reserves the right to discharge a house guest based on issues concerning safety for staff and other house guests.**

25.2 Immediate Discharge Reasons- House guests will be immediately discharged without any warning for the following infractions: Breaching of confidentiality; being verbally or physically threatening or violent to other house guests or Andrea's House staff; bringing, using, or soliciting alcohol or any illicit substances in Andrea's House.

25.3 Belonging Retrieval Procedure If a house guest is discharged from Andrea's House program for any reason, you will have 48 HOURS to retrieve all of your belongings. Failure to do so will result in your clothing being removed from the premises. We will not store any house guests' personal belongings nor do we have the space to do so. Please make the necessary arrangements to retrieve your belongings and make staff aware of your arrangements prior to returning to the house. **DO NOT return to retrieve your personal belongings without prior consent from staff to do so.**

Andrea's House staff wants to welcome you to our faith-based recovery home. We hope that during your stay as our house guest that you can obtain the support needed to establish a relationship with God, sobriety, and to begin your steps towards self-sufficiency and healthy parenting.

CLIENT ACKNOWLEDGEMENT

I acknowledge I have received a copy of the Andrea's House Residence Manual. I have been given an opportunity to ask questions to my case manager of topics that may not have been clear to me. I understand that while I am a guest in Andrea's House that this manual is my guide for expectations during my stay. I understand that if I am unable to follow these guidelines during my stay, staff has the right to ask me to exit Andrea's House.

Date _____

Client Name _____

Client Signature _____

Staff Signature _____



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