

# Harmony Ministries Guidelines

## Harmony-Shiloh Houses

### Harmony Ministries exists:

- To provide a safe, secure, non-judgmental, empowering and structured environment that supports each woman's potential for recovery from addictions and mental health issues.
- To assist women in establishing independence so they can integrate into healthy community living.

Our Vision is to provide assistance to women who are in the process of recovering from substance abuse and/or addictive behaviours and living with mental health issues by guiding them to wholeness through the love of Christ.

### Reasons for Immediate Eviction:

1. Substance and Process Addictions:
  - a. Possession or use of alcohol, marijuana or non-approved drugs on Harmony Ministries' property
  - b. Entering Harmony Ministries' property under the influence of drugs, alcohol or marijuana.
  - c. Providing drugs (legal or illegal), alcohol or marijuana to another resident while on Harmony Ministries' property
  - d. Relapse in addiction and deemed 'unwilling' by staff to make the changes necessary for recovery
  - e. Refusal to submit to alcohol/drug testing
  - f. Abuse of prescription medications (e.g. any non-compliance with doctor's instructions) or other forms of over-the-counter medication
  - g. Providing or allowing any person other than themselves access to a key to any Harmony property.
  - h. Having a man on property without permission.
2. Any serious or violent act as defined in the Harmony Ministries Incident Plan

### Reasons for Major Warning:

1. Substance and Process Addictions:
  - a. Use of alcohol, marijuana or non-approved drugs off-premises, but advising staff immediately afterwards so appropriate steps can be taken for the safety of all residents at Harmony Ministries.
  - b. Gambling on or off-premises (e.g. lottery, bingo or on-line gambling).
  - c. Other addictions such as shopping, pornography, etc.
  - d. Not taking all prescribed medication as directed by doctor and/or not advising pharmacy of changes the doctor has made.

2. Tampering, destroying, stealing, or willfully damaging any Harmony Ministries' property. Charges may be laid.
3. All overnight absences not approved by staff.
4. Smoking in any house on Harmony property

#### **Reasons for Minor Warning:**

1. Any evidence of a continual disruptive attitude
2. Non-compliance with guidelines
3. **Having knowledge of a resident who is violating guidelines and not advising staff.**
4. Possession of any form of pornography, occult, or subversive (hate or prejudicial) material.
5. Swearing, obscene language, 'R' rated TV programs, any TV/book/movie that focuses on drug/alcohol use (Drug Inc, Intervention etc.) and 'R' rated Videos

**The reasons for eviction and warnings include, but are not limited to the above.**

#### **Consequences for Warnings**

The consequences for not following the guidelines or displaying addictive behavior will be determined by the Director based on the severity of the situation and the resident's individual circumstances. For example, consequences could range from an earlier curfew for a limited time to being asked to leave Harmony Ministries for a period of time (loss of service).

#### **House Rules:**

1. Entrance to Harmony House Ministries will be denied to anyone who is on fentanyl patches, methadone or morphine (e.g. Statex, Suboxone or MSIR).
2. There is to be no association with people who are in active addiction.
3. Residents may bring personal clothing, toiletries, books etc. Furniture and bedding require Director's permission.
4. Residents are not permitted to have ashes (with or without urns) on the premises.
5. Harmony House staff will not dispense any prescribed medication to residents.
6. Residents must pick up their regular blister pack (and return their empty blister pack from the previous week) from/to staff at the office each Monday between 12 noon and 5 p.m.
7. Harmony Ministries' buildings are smoke-free. Smoking is only permitted outside in the designated smoking area.
8. Purchase your own cigarettes/vape and do not share.
9. Borrowing of money and/or borrowing, lending, or selling of cigarettes between residents is not permitted. Any financial arrangements between residents and/or staff such as co-signing loans, lending, borrowing, IOU's, buying or selling of anything, etc is prohibited.
10. Staff cannot accept gifts of any kind from residents. Receiving gifts from residents is prohibited by KGM Employee Policies.
11. Permission is required for a resident to enter another resident's room and/or suite. To respect each other's personal space, please knock and wait to be invited in.

12. For security reasons, do not give out the Harmony/Shiloh/Selah House address to the general public. If questioned, be very general (e.g. Cottonwood area or Ethel Street). When with other people, avoid discussing living at Harmony Ministries or a recovery home to protect all residents.
13. Harmony Ministries' staff can search any person, their belongings, locker and/or any room in the house at any time. Random drug testing will take place.
14. No one person can occupy any specific space for their own personal use in the common living area (e.g. kitchen counters, table tops or seating areas). For the safety and security of personal belongings, do not leave them in the common living area.
15. As each resident is responsible for their own groceries, the available cupboard storage space will be equally divided between residents.
16. We have a "no pet" policy at Harmony/Shiloh Houses with the exception of Abi, Charlie, and Yogi.
17. Bed rest (sleeping or lying on your bed or sleeping on the couch) during the day (between 8 am and 5 pm) must be approved by staff.
18. Since a furnished living area is provided, only personal belongings (e.g. clothes, books, mementos) can be brought into the residence unless approved by Director. These items must be stored in your bedroom or kitchen cabinet. No additions or subtractions from furnishings without the Director's prior approval.
19. No PJ's, housecoats or leisure wear outside – only street clothing.
20. No talking of drugs/alcohol, former using or former using friends with other residents – referred to as Drug-a-logue versa Dialogue. Such discussion can be had with staff. This includes pointing out places and people while in the van.
21. Please be considerate of the cost of electricity – turn off lights and TV when you leave the room etc.
22. Completion of inside and outside chores are required. Chore assignments will be adjusted as necessary to accommodate physical impairment.
23. Sunday church attendance is mandatory. Rides to Kelowna Gospel Fellowship are available.
24. Personal prayer and devotions Monday to Friday 9 to 9:30 am is mandatory at Harmony House.
25. Harmony Ministries weekly classes as well as external Bible Studies are mandatory for Harmony/Shiloh residents unless they have already taken the class. These classes are also available to Selah residents.
26. Monthly house meal and meeting will be held with Harmony Ministry staff on the third Thursday of each month.
27. In consideration of other residents, the curfew is 10 pm to 6:30 am ever night except Friday and Saturday when the curfew is 11 pm to 6:30 pm. Curfew extension can be arranged by texting the Director in advance (before 9 pm).
28. Quiet time (no laundry, loud music or conversation or TV) is from 10 pm to 8 am daily.
29. Laundry hours start at 8 am and finish at 8 pm on weekdays and start at 10 am and finish at 8 pm on Saturday and Sunday. There will be a schedule of laundry times with the weekends being free time.

**Shelter Agreements:**

1. All residents at Harmony Ministries will be provided with a furnished bedroom and furnished common living area which includes kitchen, living room, laundry facilities and bathroom. All essential furnishings will be provided by Harmony Ministries and are the property of Harmony Ministries.
2. Wireless Internet service is provided at all houses and a separate telephone number is provided for each house for local calls only.
3. Harmony Ministries provides supportive housing for women over the age of 19. Children of residents will be allowed to visit, but not reside in the residence. Each unit in Shiloh (Main, Suite and Cottage) will have a minimum of two occupants per unit.
4. All residents are on a month-to-month shelter agreement; 30 days written notice is required to vacate the premises. There will be no refunds returned for program fee if the resident does not give 30 days written notice to the Director. Refunds are at the Director's discretion.
5. Monthly program fee amounts:
  - a. A single person on social services or disability pays \$450 per month. The Ministry will send this amount directly to the attention of Harmony Ministries.
  - b. Residents who receive social services or disability, and are earning additional income, will be asked to pay 30% of the total net income (disability/social services plus additional income) minus ministry program fee allocation. For example:

\$ 906	disability
+ \$1,000	additional income
= \$1,906	total income
\$ 572	30% of total income
- \$ 450	ministry program fee allocation sent directly to Harmony Ministries
= \$ 122	total amount program fee owing Harmony Ministries

- c. Working residents (part time or full time) who do not qualify for social services or disability and residents receiving EI will be charged 30% of their net income from the previous month for the next month's program fee. During a time of transition when a resident has no income from employment or Social Services, no program fee will be charged until income is reestablished, providing they are actively seeking to reestablish social services/EI benefits or find a job. A copy of the pay sub or EI cheque is required by the first of the month to calculate the program fee charge.  
The maximum program fee charge is \$1,200 per month. Program fee includes the costs for housing, maintenance, utilities, programming and staffing.  
A minimum of \$450 per month will be paid by all residents.
6. Residents vacating Harmony Ministries' property are required to make their own arrangements to move their belongings when they leave.

7. Personal belongings left behind on Harmony Ministries' property will be kept for a maximum of 2 weeks. After this time, the belongings will be considered abandoned and will be donated to a non-profit agency (unless there have been other arrangements made with the Director).
8. Appropriate dress must be worn at all times while at Harmony Ministries. Spaghetti straps and strapless are acceptable when sun bathing, but as soon as you stand up, please cover up. At a minimum: no spaghetti straps, no strapless, no bare mid-drift and shorts/skirts must cover below the cheeks when bending over.
9. Mail will be 'returned to sender' unless a forwarding address has been supplied. It is the resident's responsibility to submit a forwarding address to the Post Office.
10. Residents are not allowed to have their personal vehicles on Harmony Ministries' property, unless consent is given by the Director.
11. All non-community meals are to be consumed in the kitchen or dining area.
12. Snacks are allowed in the living room area. Residents are required to clean up after themselves.
13. To avoid stains on the carpets and furniture, and discourage small rodents, no food or drinks are allowed in the bedrooms with the exception of water.
14. During week days, the TV can be turned on after dinner (5 p.m.) until bed time provided the resident's room and the common area are clean and tidy. The exception would be for special pre-approved events (Olympics, play-off games, etc.).
15. Please be considerate of all residents in the house when making phone calls on our house phone. A maximum of 20 minutes per call is requested. Long distance calling is blocked, but calls can be made by purchasing a long distance card. When the phone is not in use, please ensure it is placed in the cradle.
- 16.

### **Program Responsibilities:**

1. Residents who are assessed as 'ready' by staff are required to seek out and obtain (with the assistance of staff) the following individual personal programs to maintain healthy wellness in attitude and behaviors:
  - a. Employment, school, community provided employment preparation programs and/or volunteer opportunities.
  - b. Community-provided programs (Elizabeth Fry, A&D group support, AA/NA meetings and sponsors, CODA)
  - c. Counselling (Listening Prayer, A&D, local church, or Elizabeth Fry)
2. The following are **mandatory** programs for all residents (unless prior permission has been given by Director):
  - a. Weekly One-on-One meetings with the Director
  - b. Weekly Genesis One-on-One when resident is deemed ready by Harmony staff

- c. Volunteer a minimum of 2 hours every two weeks (if not in school or work)
  - d. Daily and weekend inside and outside chores (See Household Chores).
  - e. Sunday Church of your choice
  - f. Personal prayer and devotions Monday to Friday 9:00 to 9:30 a.m. with the Director or designate
  - g. Harmony Ministries weekly classes as approved by Director.
  - h. External Weekly Bible Study (Spring and Fall programs)
  - i. House Meetings (3<sup>rd</sup> Thursday).
3. The following are optional, but highly recommended programs. On an individual basis it may be mandatory as part of the resident's Wellness Plan.
- a. NA/AA women's meeting
  - b. Fitness
4. Attendance, promptness, participation and completion of homework and assignments are required for all programs (unless there are mitigating circumstances and prior approval is given).

#### **Program Lifestyle:**

1. It is recommended that, until Genesis Process has been completed, residents **not**:
  - a. enter into a romantic relationship
  - b. take a leadership position (e.g. AA/NA sponsor).
2. All residents need to be on the property by 10:00 p.m. Sunday to Thursday and 11:00 p.m. Friday and Saturday, unless they have prior approval from staff. Curfew is from 10 pm to 6:30 am Sunday to Thursday and 11 pm to 6:30 am Friday and Saturday.
3. Transportation will be provided for most mandatory programs, depending on availability of staff and a vehicle.
4. Cell phones are to be turned off during all programs and events.

#### **Outings and Visitors**

1. No males (over the age of 14) are allowed on Harmony Ministries' property unless prior approval has been given by the Director or designate.
2. A Visitor Request form for occasional non-overnight visitors must be approved by the Director or designate **at least 1 day** prior to the visit date. Following are the guidelines around non-overnight visitors:
  - a. Female visitors and children/grandchildren of the resident. Male children/grandchildren must be under 14 years of age.
  - b. Visitors (as per 3a) can be entertained outside during the summer, or in the resident's room.

- c. Visitors (as per 3a) are not allowed in the common living area unless all residents living in the area plan to be out during the visit time and/or the other residents have agreed to the visit.
3. A Visitor Request form for overnight visitors must be approved by the Director or designate **at least 5 days** prior to the visit date. Approval for overnight visitors will be based on the following criteria:
    - a. Out of town parents, children and grandchildren
    - b. Restricted visitation (e.g. Mothers working towards regaining custody of their children)
  4. Visitor Request forms should be handed in between 9 a.m. and 5 p.m. week days to ensure approval can be given for the request. If there is need for a request to be approved during non-business hours, please call or text the emergency 'on call' person.

**Responsibilities:**

1. If you suspect a resident of using drugs or alcohol, report this to staff so a test can be made. It is each resident's responsibility to help keep the house safe. (See Minor Warning in Housing Guidelines)
2. All residents are responsible for their own appointments (e.g. doctors, lawyers, counselling etc.), shopping, schooling and most programs. It is the resident's responsibility to find transportation for their appointments. Please do not schedule appointments during mandatory program/events. The following also applies:
  - a. No rides in the last 30 minutes of a staff's shift.
  - b. No rides 30 minutes before staff leads a class.
  - c. No rides when staff are eating lunch/supper
  - d. No rides in personal vehicles
  - e. Rides must be arranged ahead of time – at the very latest after devotions and look to combine rides. **All ride requests must be entered on the ride list in classroom.**
  - f. No cigarette runs or boyfriend runs
3. Prescribed over-the-counter medications and other approved medications are the responsibility of each resident and are to be kept safely in their room.
4. All prescription medications will be sourced from the same pharmacy (Pharmasave), put in blister packs and delivered to or picked up from the Harmony Ministries' office. All unused prescription drugs are to be handed in to staff for disposal. Only the current week's blister pack is allowed in the resident's room. (See Major Warnings in Housing Guidelines) Prescription medications are for personal use only. The office will keep a record of the current medications.
5. Each resident will be given a cabinet and a lock to keep their money and valuables if requested. Residents are responsible for the safety of their own belongings. Lockers are subject to search.
6. Residents are responsible for any personal items they give away, borrow or trade.

7. Each resident must keep staff informed of their daily schedule, including doctor and counselling appointments, program and volunteer commitments and work and school hours.
  8. When available Harmony Ministries' bikes can be used by residents. Bikes and helmets must be signed out on the sheet provided on the corkboard outside the classroom. It is each resident's responsibility to keep the bike locked if it is left unattended for any reason and to safely secure it in the locked shed when finished with it. A fine will be assessed to anyone who loses a bike. It is mandatory to wear a helmet while riding the bike.
  9. Proper hygiene is required by all residents.
- Failure to cooperate and comply with these Guidelines will result in consequences.
  - If a resident is evicted from Harmony Ministries, they can apply for re-entry to the Harmony Ministries program after a designated period of time based on the discretion of the Director.
  - The above guidelines are subject to additions/changes when required at the discretion of the Director and/or Kelowna Gospel Mission Executive Director.

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Harmony Ministries Director

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Resident Signature



# Harmony Ministries Guidelines

## Selah House

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### Reasons for Immediate Eviction:

1. Substance and Process Addictions:
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  - b. Entering Harmony Ministries' property under the influence of drugs, alcohol or marijuana.
  - c. Providing drugs (legal or illegal), alcohol or marijuana to another resident while on Harmony Ministries' property
  - d. Relapse in addiction and deemed 'unwilling' by staff to make the changes necessary for recovery
  - e. Refusal to submit to alcohol/drug testing
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  - g. Providing or allowing any person other than themselves access to a key to any Harmony property.
  - h. Having a man on property without permission.
2. Any serious or violent act as defined in the Harmony Ministries Incident Plan

### Reasons for Major Warning:

1. Substance and Process Addictions:
  - a. Use of alcohol, marijuana or non-approved drugs off-premises, but advising staff immediately afterwards so appropriate steps can be taken for the safety of all residents at Harmony Ministries.
  - b. Gambling on or off-premises (e.g. lottery, bingo or on-line gambling).
  - c. Other addictions such as shopping, pornography, etc.
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3. All overnight absences not approved by staff.
4. Smoking in any house on Harmony property

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5. Swearing, obscene language, 'R' rated TV programs, any TV/book/movie that focuses on drug/alcohol use (Drug Inc, Intervention etc.) and 'R' rated Videos

**The reasons for eviction and warnings include, but are not limited to the above.**

#### **Consequences for Warnings**

The consequences for not following the guidelines or displaying addictive behavior will be determined by the Director based on the severity of the situation and the resident's individual circumstances. For example, consequences could range from an earlier curfew for a limited time to being asked to leave Harmony Ministries for a period of time (loss of service).

#### **House Rules:**

1. Entrance to Harmony House Ministries will be denied to anyone who is on fentanyl patches, methadone or morphine (e.g. Statex, Suboxone or MSIR).
2. There is to be no association with people who are in active addiction.
3. Residents may bring personal clothing, toiletries, books etc. Furniture and bedding require Director's permission.
4. Residents are not permitted to have ashes (with or without urns) on the premises.
5. Harmony House staff will not dispense any prescribed medication to residents.
6. Harmony Ministries' buildings are smoke-free. Smoking is only permitted outside in the designated smoking area.
7. Purchase your own cigarettes/vape and do not share.
8. Borrowing of money and/or borrowing, lending, or selling of cigarettes between residents is not permitted.
9. Permission is required for a resident to enter another resident's room and/or suite. To respect each other's personal space, please knock and wait to be invited in.
10. For security reasons, do not give out the Harmony/Shiloh/Selah House address to the general public. If questioned, be very general (e.g. Cottonwood area or Ethel Street). When with other people, avoid discussing living at Harmony Ministries or a recovery home to protect all residents.
11. Harmony Ministries' staff can search any person, their belongings, locker and/or any room in the house at any time. Random drug testing will take place.

12. No one person can occupy any specific space for their own personal use in the common living area (e.g. kitchen counters, table tops or seating areas). For the safety and security of personal belongings, do not leave them in the common living area.
13. As each resident is responsible for their own groceries, the available cupboard storage space will be equally divided between residents. Each room will be supplied with a small personal fridge.
14. Each room will have a lock on its door. The house manager will have a master key.
15. Outside entrances will be locked at all times. Remember to carry your keys.
16. Since a furnished living area is provided, only personal belongings (e.g. clothes, books, mementos) can be brought into the residence unless approved by Director. These items must be stored in your bedroom or kitchen cabinet. No additions or subtractions from furnishings without the Director's prior approval.
17. No PJ's, housecoats or leisure wear outside – only street clothing.
18. No talking of drugs/alcohol, former using or former using friends with other residents – referred to as Drug-a-logue versa Dialogue. Such discussion can be had with staff. This includes pointing out places and people while in the van.
19. Please be considerate of the cost of electricity – turn off lights and TV when you leave the room etc.
20. Completion of inside and outside chores. Chore assignments will be adjusted as necessary to accommodate physical impairment.
21. Sunday church attendance is encouraged. Rides to Kelowna Gospel Fellowship are available.
22. Personal prayer and devotions Monday to Friday 9 to 9:30 am is available at Harmony House (2360 Ethel) or Selah residents can organize their own devotion time.
23. Harmony Ministries weekly classes as well as external Bible Studies are also available to Selah residents.
24. Monthly house meal and meeting will be held with Harmony Ministry staff.
25. In consideration of other residents, the curfew is 10 pm to 6:30 am every night except Friday and Saturday when the curfew is 11 pm to 6:30 pm. Curfew extension can be arranged by texting the Director in advance (before 9 pm).
26. Quiet time (no laundry, loud music or conversation or TV) is from 10 pm to 8 am daily.
27. Laundry hours start at 8 am and finish at 8 pm on weekdays and start at 10 am and finish at 8 pm on Saturday and Sunday. There will be a schedule of laundry times with the weekends being free time.

### **Shelter Agreements:**

1. All residents at Harmony Ministries will be provided with a furnished bedroom and furnished common living area which includes kitchen, living room, laundry facilities and bathroom. All essential furnishings will be provided by Harmony Ministries.
2. Wireless Internet service is provided at all houses and a separate telephone number is provided for each house for local calls only.

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4. All residents are on a month-to-month shelter agreement; 30 days written notice is required to vacate the premises. There will be no refunds returned for program fee if the resident does not give 30 days written notice to the Director. Refunds are at the Director's discretion.
5. Monthly program fee amounts:
  - a. A single person on social services or disability pays \$675 per month. The Ministry will send this amount directly to the attention of Harmony Ministries.
6. Residents vacating Harmony Ministries' property are required to make their own arrangements to move their belongings when they leave.
7. Personal belongings left behind on Harmony Ministries' property will be kept for a maximum of 2 weeks. After this time, the belongings will be considered abandoned and will be donated to a non-profit agency (unless there have been other arrangements made with the Director).
8. Appropriate dress must be worn at all times while at Harmony Ministries. Spaghetti straps and strapless are acceptable when sun bathing, but as soon as you stand up, please cover up. At a minimum: no spaghetti straps, no strapless, no bare mid-drift and shorts/skirts must cover below the cheeks when bending over.
9. Mail will be 'returned to sender' unless a forwarding address has been supplied. It is the resident's responsibility to submit a forwarding address to the Post Office.
10. Residents are not allowed to have their personal vehicles on Harmony Ministries' property, unless consent is given by the Director.
11. Proper hygiene is required by all resident.
12. Residents are responsible for any personal items they give away, borrow, trade or leave in the common areas.

### Outings and Visitors

1. No males (over the age of 14) are allowed on Harmony Ministries' property unless prior approval has been given by the Director or designate.
2. A Visitor Request form for occasional non-overnight visitors must be approved by the Director or designate **at least 1 day** prior to the visit date. Following are the guidelines around non-overnight visitors:
  - a. Female visitors and children/grandchildren of the resident. Male children/grandchildren must be under 14 years of age.
  - b. Visitors (as per 3a) can be entertained outside during the summer, or in the resident's room.
  - c. Visitors (as per 3a) are not allowed in the common living area unless all residents living in the area plan to be out during the visit time and/or the other residents have agreed to the visit.

3. A Visitor Request form for overnight visitors must be approved by the Director or designate **at least 5 days** prior to the visit date. Approval for overnight visitors will be based on the following criteria:
    - a. Out of town parents, children and grandchildren
    - b. Restricted visitation (e.g. Mothers working towards regaining custody of their children)
  4. Visitor Request forms should be handed in between 9 a.m. and 5 p.m. week days to ensure approval can be given for the request. If there is need for a request to be approved during non-business hours, please call or text the emergency 'on call' person.
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- Failure to cooperate and comply with these Guidelines will result in consequences.
  - If a resident is evicted from Harmony Ministries, they can apply for re-entry to the Harmony Ministries program after a designated period of time based on the discretion of the Director.
  - The above guidelines are subject to additions/changes when required at the discretion of the Director and/or Kelowna Gospel Mission Executive Director.

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Harmony Ministries Director

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Resident Signature