

Family Promise of Greater Roanoke

Guest Guidelines

Welcome to Family Promise of Greater Roanoke (FPGR). The following guidelines have been established for everyone's comfort, safety, and responsible progress in our program. Please read this agreement and sign below.

In accordance with state and federal law, FPGR does not discriminate against persons seeking entrance into, or guests of, this shelter program on the basis of race, color, religion, gender, national origin, age, veteran status, disability or any other protected class. Reasonable accommodations will be made for disabled guests so that they may utilize all FPGR services to the fullest extent possible, unless doing so would fundamentally alter the nature of the shelter environment.

A. Life Management Plans and Expectations

1. Upon enrollment into FPGR, I will meet with the Program Manager to form a Life Management Plan. I am responsible to accomplish my goals that I set each week. I will continue to meet with the Program Manager weekly to discuss progress, set goals, and problem-solve.
2. I will seek employment, financial assistance or housing on a daily basis. Families without childcare for their children must also seek childcare services on a daily basis. I understand I must provide proof of employment, proof of housing, and proof of childcare services.
3. I am required to have full-time employment within 30 days unless I am disabled and/or there are barriers to access to childcare for children. Each case is reviewed by the Program Manager every 15 days. The length of stay in the FPGR program is contingent upon completion of our program goals and compliance with guidelines.
4. I understand that the **maximum** time in this program is sixty (60) days. Each case is reviewed with the Program Manager to determine exceptions.
5. If I am disabled and/or I am waiting for my new employment to begin, I will volunteer within the community on a daily basis.
6. I agree to save 75% of all income after expenses. Expenses are defined as costs for necessary items or services that are not provided by FPGR, or that cannot be obtained free of charge, during a guest family's stay.
7. I understand that I am required to save and submit receipts for ALL expenditures.
8. I understand that I am to attend and participate in the required classes.
9. All adult guests must attend scheduled house meeting at Marshall House. The Program Manager will work to schedule the meeting day and time as needed to allow everyone to attend.

B. House Rules

These guidelines, unless specified, apply to all FPGR network property—which includes the Marshall House, FPGR vehicles, and Host Congregations

10. I will not smoke inside any FPGR network property. The designated smoking area for the Marshall House is located next to the house on the parking lot side. Each Host Congregation will designate a smoking area outside and I will smoke only in that location. I will put my cigarettes out properly. Anyone under 18 is strictly prohibited from smoking while in our program.
11. I will use seatbelts when riding in FPGR vehicles. I will properly secure my children in an appropriate car seat when riding in FPGR vehicles (car seats provided by FPGR). I understand that failure to properly use seatbelts and child safety seats may result in termination of van privileges.
12. If I miss the network van in the evening I am responsible for finding my own transportation back to the Host Congregation for that evening.
13. I will sign the sign-in and sign-out sheet when I enter and leave the Host Congregations.
14. I will not enter the room of another guest – even if invited.
15. FPGR staff and Volunteer Hosts are not responsible for lost or stolen items.
16. FPGR assumes no liability for injury to any guest or their visitors.
17. I agree to notify a Volunteer Host immediately if I become aware that anyone is sick, injured or is being assaulted or abused while on the Host Congregation's property. I will also notify the Volunteer Host immediately if I become aware that anyone who is not an FPGR guest or Volunteer Host is present while guest families are staying at the congregation.
18. Visitors are allowed in network buildings by appointment only with the Program Manager.
19. I understand that my children and I may be allowed to stay away from FPGR overnight. Permission to be absent overnight must be requested of the Program Manager 48 hours in advance.
20. I agree to eat only in the dining room of Marshall House. I will not have food, drinks or children's "sippy" cups in any other rooms of Marshall House. I will eat only in the kitchen and/or dining room areas of the host congregations. I will not take food into my room. I agree to supervise my children while they are eating or drinking to make sure they remain in the kitchen or dining areas.
21. I understand that ALL meals are provided by FPGR. I will limit my food purchases accordingly to primarily items such as snacks and drinks. The Program Manager can evaluate compliance on an individual or family basis.
22. I will be a gracious guest. Gracious is defined as saying please and thank you, engaging in conversation with other guests and hosts, offering to assist with set up or clean up, excusing yourself from the table, etc. Simply being at the congregation during dinner is not enough. All guests are expected to

participate in the evening meal. Everyone is expected to eat what is prepared without complaint. Not coming to the dining room is not acceptable.

23. I will keep all areas clean by picking up after my family and helping with housekeeping chores at Marshall House and at Host Congregations. If a floor needs sweeping, mopping or vacuuming, I will do so. At Marshall House I will wash my dishes and utensils immediately after use. I will make sure that the Marshall House is picked up and clean before I leave for the day. I understand that any items left on the floor, couches, or tables will be collected and kept in the Program Manager's office until I pick it up.
24. I understand that weekly housekeeping chores will be assigned and must be completed over the weekend. Some chores I'm assigned to will be required to be completed **daily**. I must inform weekend staff that I have completed my chores so that he/she can inspect my work and initial off on my chores. Chores are the responsibility of everyone.
25. I will deposit all wet and/or soiled diapers in the outside trash immediately. I will not put them in the inside trash.
26. Any time I use cleaning products, I will return them to high shelves or use the appropriate safety latches to keep them out of reach from children.
27. I agree to launder all bath towels and cot linens for my family weekly.
28. I understand that I will be assigned a time for washing and drying laundry. I understand that I am required to complete laundering during that time and that I am to remain at the Marshall House while my laundry is cycling. I understand that I am not allowed to touch or move laundry that belongs to another family without their permission.
29. I understand that TV viewing at Marshall House is only allowed in the back room during the week even during the summer when school is not in session. All TV programs, video games and movies viewed at Marshall House and at Host Congregations must be appropriate in content for the ages of children. No movies stronger than PG are allowed. All viewing is subject to the discretion of the staff. TV times are not limited on the weekend; however, TV content rules still apply.
30. Guest pets are not allowed at Marshall House or at any Host Congregation.
31. I understand that sleeping/napping is not allowed at Marshall House Monday through Friday unless permission is granted by the Program Manager.
32. I understand that mail that comes to the FPGR mail box or packages that are delivered to FPGR must be collected or received by FPGR staff. I understand that I may be asked to open my mail or packages in the presence of a staff member. FPGR reserves the right to decline packages if they appear suspicious.

C. Code of Conduct

33. I understand that deceitfulness will not be tolerated. If FPGR staff determines that I provided false information or intentionally withheld information during my original interview and application process, I will be subject to a warning and/or dismissal. If I am found to have provided false information to a staff person regarding employment, child care, or housing I will be subject to a warning and/or dismissal. If I falsify information about the conduct of another family, staff person, or volunteer then I will be subject to a warning and/or dismissal. Deceitfulness includes but is not limited to the examples mentioned above.
34. I will not use alcohol or illegal drugs. I agree to submit to a drug or alcohol screen immediately if asked. A positive test result or refusal to take a test is grounds for immediate termination from FPGR.
35. I will not possess a weapon, or anything that could be used as a weapon.
36. I understand that pornography is not allowed inside any FPGR building or Host Congregation.
37. I will use prescription medications as prescribed. I understand that for the safety of all guests, medication must be stored in a lockbox provided by the Program Manager. I understand it is not the responsibility of staff to manage or dispense medication. I understand that I must update my guest profile when there are changes to my medication.
38. Guest's belongings and/or rooms may be searched at any time by the Executive Director and/or the Program Manager.
39. I understand that stealing, gambling, fighting, and threatening behavior are grounds for immediate termination from the FPGR program.
40. I will treat staff, volunteers and other guests with respect and courtesy. This includes refraining from raising my voice at staff, guests, and volunteers. I understand that foul language is unacceptable.
41. I will not solicit money or engage in any business transaction with Volunteer Hosts or other guests. This means I will not ask the church volunteers or coordinators for anything. If I need anything I will contact the Program Manager.
42. I will be ready to leave the Host Congregation by the designated departure time each weekday morning (or whatever the departure up time is on the weekend). I will return by 6:00pm for dinner. If I leave after dinner, I will return by 10:00pm. Failure to abide by this guideline may result in termination from the FPGR program. I understand that the Program Manager or Executive Director may grant exceptions to this schedule under special circumstances. Permission to be absent from dinner must be requested of the Program Manager 48 hours in advance. Request forms are in the Program Manager's office.
43. I will provide a nurturing environment for my children. I will not leave them unattended at any time. I will discipline my children with patience and understanding. I will not physically punish my children or threaten to do so.

44. I understand that any suspected incidence of child abuse or neglect will be reported to Child Protective Services (CPS). According to the *Code of Virginia*, “Abused or neglected child means any child less than 18 years of age whose parents or other person responsible for his care creates or inflicts, threatens to create or inflict, or allow to be created or inflicted upon such child a physical or mental injury other than accidental means, or creates a substantial risk of death, disfigurement, or impairment of bodily or mental functions including but not limited to, a child who is with his parent or other person responsible for his care either (1) during the manufacture or attempted manufacture of a Schedule I or II controlled substance, or (2) during the unlawful sale of such substance by that child’s parent or other person responsible for his care, where such manufacture, or attempted manufacture or unlawful sale would constitute a felony violation...”
45. I understand that any behavior that creates a significant disturbance to the program, as determined by the FPGR staff, may meet with appropriate disciplinary action.
46. I understand that noncompliance with any guideline may result in written warnings from the Program Manager. Two written warnings will result in probation. Being put on probation will result in the family going under “contract”, in which the family must accomplish a predetermined set of goals in order to remain in FPGR. A third written warning or failure to abide by the contract while on probation will result in the entire family to be dismissed from FPGR.
47. If I leave FPGR, or am asked to leave, my belongings will be held for a maximum of 7 days. I understand that if I am asked to leave I must make arrangements with the Program Manager in advance to return to the Marshall House or any host congregation to retrieve my belongings. I understand that the Program Manager or other FPGR staff is likely to supervise the collection of my belongings. I understand that returning to the Marshall House or any affiliate congregation without scheduling to do so will be considered trespassing and local law enforcement will be advised.
48. If guests disagree with a decision made by the Program Manager regarding their case, the following grievance procedure will be in effect:
- a) The issue should be brought to the attention of the Program Manager within one week of the disputed decision and an attempt should be made to resolve the disagreement.
 - b) If the problem is not resolved by meeting with the Program Manager, guests may request a meeting with the Executive Director about the issue. At his/her discretion, the Executive Director may choose to meet with the guest and the Program Manager, or the guest alone. The determination of the Executive Director in the matter is final.

**Family Promise of Greater Roanoke
Guest Guidelines
Signature Page**

I/We agree to abide by these guidelines:

Parent Signature

Date

Parent/Spouse/Partner Signature

Date

Program Manager Signature (Witness)

Date