

CLIENT HANDBOOK

CLIENT PHONE NUMBERS:

Male Facility 605-275-1520, 275-1523 and CTC 605-275-1521

Female Facility 275-1526, 275-1529, and 275-1530

MAILING ADDRESS:

P. O. BOX 88145
SIOUX FALLS, SD 57109-8145

This handbook has been developed to help you make a smooth transition when you begin your stay at Glory House. Most of the information can be found in the handbook; however, not every situation is addressed. If you have further questions, please ask your *case manager or counselor* and follow staff directives at all times.

Glory House does not discriminate based on any federally recognized protected status, including but not limited to race, color, sex, age, religion, national origin, marital status, sexual orientation, political belief, and mental or physical handicap. Government funding agencies for statistical purposes requires this information.

REVISED: 1/19/96
REVISED: 3/25/96
REVISED: 5/20/96
REVISED: 12/31/96
REVISED: 2/28/97
REVISED: 8/27/97 (MISSION STATEMENT)
REVISED: 5/15/00
REVISED: 10/18/00 (Transportation)
REVISED: 3/20/01
REVISED: 5/30/03
REVISED: 7/17/03
REVISED: 2/24/04 (Transportation)
REVISED: 6/1/04 (Transportation Ride Increase)
REVISED: 9/13/04-(ADD CONTRABAND LIST)
REVISED: 9/1/05 (transportation Ride Increase)
REVISED: 10/31/05 (REMOVE GLORY TRAIL FROM WR)
REVISED: 3/24/07 (LIVING QUARTERS)
REVISED: 9/10/09
REVISED: 11/17/11
REVISED: 9/27/12-BOD Approval
REVISED: 7/25/13-BOD Approval
REVISED: 6/26/14-BOD Approval
REVISED: 6/25/15-BOD Approval
REVISED: 4/28/16-BOD Approval
REVISED: 4/27/17- BOD Approval
REVISED: 4/26/18- BOD Approval
REVISED: 1/23/20-BOD Approval
REVISED: 10/27/21 BOD Approval
REVISED: 6/6/22 Management Approval

SECTION I-INTRODUCTION **3**

MISSION STATEMENT **3**
THE BEGINNING **4**
PHILOSOPHY **5**
WELCOMING STATEMENT **5**
CONFIDENTIALITY **6**
REQUIRED ITEMS AT ADMISSION **7**

SECTION II-ENVIRONMENT **8**

FIRE SAFETY **8**
EVACUATION PLAN **8**
SEVERE WEATHER **8**

SECTION III-PROGRAM **8**

GLORY HOUSE GUIDELINES **9**
CLIENT DISCIPLINE **9-10**
CLIENT SEARCHES **10**
PASSES **11**
LIVING QUARTERS **12**
TELEPHONE PRIVILEGES **12**
DRESS CODE/HYGIENE **12**
LAUNDRY **12**
MAIL **12**
MONEY MANAGEMENT **13**
CONTRACTUAL FEE FOR SERVICES **14**
PERSONAL PROPERTY **15**
CLIENT DETAILS **16**
MEALS/SMOKING **16**
VISITORS **17**
ALCOHOL/DRUG TESTING **18**
MEDICATIONS **18**
EMPLOYMENT **19-20**
TRANSPORTATION **20**
CLIENT DRIVING/VEHICLES **20**
TREATMENT PROGRAMS **20**
CLIENT RIGHTS **21**
CLIENT GRIEVANCE/CD NOTE **22-23**
CLIENT COUNCIL **24**
CLIENT REWARD SYSTEM **25**
PROGRESSIVE DISCIPLINE **25**
RULE INFRACTION **26**
CONTRABAND ITEMS **27**
LEVEL SYSTEM **28**
PREA **29-33**
GLORY TRAIL **34**

SECTION I-INTRODUCTION

MISSION STATEMENT

Helping people claim their lives with Christian compassion, resources, and support.

OUR VALUES

Compassion

Kindness, Empathy, Encouragement, Mercy

Competence

Knowledgeable, Organized, Efficient, Level-headed

Commitment

Honesty, Faith, Loyalty, Truth-telling

Consistency

Fair, Dependable, Balanced, Brave

Confidence

Motivated, Responsible, Driven, Empowering

OUR VISION

With Divine Guidance, every client is met with compassion and respect, accepted wherever they are and offered opportunities to grow.

THE BEGINNING

The Glory House came into being when concerned church members learned of the struggles people being released from jails and prisons did not have any support in the community. On faith and **lead by Roger Fredrikson**, a member of the church rented a rambling old house downtown Sioux Falls 220 S. Williams and two days later she called the minister told him, "I have your halfway house." After several months of meetings, the deciding members of the church approved this venture on April 4, 1968 the same day Martin Luther King Jr. was killed. One of the church members was playing a song on the piano, "Battle Hymn of the Republic" and the members started singing. After this, one of the members said there can only be one name, Glory House. Following this, a Board of Directors was established and with much help from invested people, the old house was cleaned up and furnished.

On June 2, 1968, a couple along with their four daughters came to Sioux Falls from Kansas to help men who were willing to invest themselves at the house. The first resident arrived on July 7, 1968. The men were those released from prison or jail with little support in the community.

The need for a new house was evident to serve others in the community. Plans to build a new Glory House began. With donated land from a generous donor and donations from the community, the new house was constructed at 4000 S. West the current location. In October 1975, the new house was open.

In 2004, Glory House expanded with the annex allowing increased space for professional offices resulting with increase bed space in the existing building.

In 2008 with generous donations from community members, Sands Freedom Center opened. The Sands Freedom Center is a housing unit for female clients seeking treatment.

In 2019 with generous community support and collaboration with Lloyd Property Management, Glory House opened 25 efficiency apartment units.

PHILOSOPHY

The Glory House provides programs that are responsive to the unique and collective needs of individuals, families, and the community. The programs are developed utilizing Evidenced Based Practices. These programs focus on solving problems due to substance abuse, mental health disorders, irresponsible thinking patterns, or criminal offenses to the community. Programs develop life skills, problem solving skills, and positive recovery skills, helping individuals and families. Restoration of relationships occurs when offenders participate in programs such as restitution payments, community service, and victim reconciliation. Glory House works cooperatively with other community programs that provide opportunities for offenders to be accountable. Pro-social behavior is encouraged through individual and group counseling, spiritual exploration, substance abuse counseling, mental health counseling, employment, and community service. Individuals are encouraged to make responsible choices which foster healthy, independent community living.

Participants in Glory House programs represent an array of cultures, personalities, attitudes, and beliefs. It is believed that each individual is of unique value and worth and deserves to be treated with dignity. Considering each person's background and needs, individual plans facilitate the development of spiritual and pro-social community values and behavior.

After participation in Glory House programs, individuals will be better prepared to lead a balanced and accountable lifestyle. This lifestyle will be demonstrated through constructive life skills, spiritual awareness, healthy relationships, a life of sobriety, use of support systems, financial independence, and respect for authority, and freedom from crime.

WELCOMING POLICY

Glory House understands and is committed to provide multifaceted **client** services. The foundations of our programs include the possibility that any and all of the individuals that pass through our doors may have these conditions relating to substance abuse, and mental health.

We have embraced a philosophy of dual recovery. We believe that successful treatment integration is essential if individuals with co-occurring substance abuse and mental health conditions are to be successful in their treatment and recovery.

Our policies and procedures are designed to meet the needs of acute mental health risk and to arrange appropriate interventions. We provide screening, assessment, and referrals. Our treatment planning takes into account the necessity of integrated treatment goals through the continuum of care which accommodates the treatment recommendations for multiple conditions. Our counselors work with the client, as well as the client's family, friends, and others close to them, to increase their understanding of substance abuse, alcohol, and mental health issues. By providing them with information, education, and resources, their ability to support the client's recovery process is strengthened.

Glory House is fully committed to providing services through competent staff. **We believe in providing** ongoing staff training and clinical supervision by qualified clinicians. Our staff works directly with the treatment **challenges** specific to individuals with co-occurring conditions such as medication compliance, mental health symptoms and the risk of relapse, and information, education and techniques for managing symptoms without using substances. We communicate and collaborate with providers to give our clients unified messages about treatment. We believe in the importance of advocacy and support at every level of treatment and recovery for clients.

CONFIDENTIALITY OF ALCOHOL AND DRUG ABUSE RECORDS

Federal law and regulations protect the confidentiality of client records maintained by this program. Generally, the program may not divulge any information that a client attends the program, or disclose any information identifying a client as an alcohol or drug abuser, unless:

- The client consents in writing.
- The disclosure is allowed by a court order; or,
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.
- Cooperation with Law Enforcement if client is involved in law violations of immediate needs

Violation of the Federal law and regulations by Glory House is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.

Federal law and regulations do not protect any information about a crime committed by a client either in the program or against any person who works for the program or about any threat to commit such a crime.

Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

(See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations.)

REQUIRED ITEMS AT ADMISSION:

New clients shall bring the following items: Social Security Card, driver's license or a state issued identification. These items are essential for assistance at South Dakota Department of Labor as well as employment eligibility to work in the U.S. or proof of US citizenship to employers. Additionally, bring work boots, and clothing suitable for the season and for any employment purposes. If available, bring an alarm clock, house slippers, and laundry bag. If, upon your arrival, you do not have these items they will be issued to you and an amount charged to your account. If identification cards are not available at the time of admission, Case Managers will assist in obtaining.

A record of a current physical (within the last 90 days) is requested prior to arrival. When required by contractual agreement, a physical will be completed no later than 5 calendar days after admission. Indigent clients will be referred to the South Dakota Department of Health or other no/low cost local clinic

If a physical cannot be completed within 5 days after admission due to lack of community resources, that will be documented in the file. Indigent clients will be referred to the South Dakota Department of Health or other no/low cost local clinic.

Clients will be screened for TB within 24 hours of admission by the client support technicians. If during the last three months clients have experienced an unexplained fever, weight loss, chronic cough or night sweats, they should be rapidly evaluated for possible active tuberculosis disease. If active tuberculosis is suspected or confirmed, the client should be immediately placed on multiple anti-TB medications and placed in respiratory isolation if institutionalized. Glory House cannot provide required respiratory isolation. Therefore, the client will be referred elsewhere if active TB is confirmed.

Staff will verify with the health care professional to assure that suspected or confirmed tuberculosis cases or infection cases have been reported to the South Dakota Department of Health.

Covid practices outlined by CDC, or local Department of Health will be followed.

To report cases (as above) or for more information, contact:

SOUTH DAKOTA DEPARTMENT OF HEALTH CENTRAL ADMINISTRATIVE OFFICE

South Dakota Department of Health
Office of Communicable Disease Prevention & Control
Tuberculosis Control Program
445 E. Capitol Ave.
Pierre, SD 57501-3185
Telephone: 773-3364 or 1-800-592-1861

SECTION II-ENVIRONMENT

FIRE SAFETY

It is Glory House policy to maintain an environment free from fire hazards and to meet all state and federal fire safety codes.

EVACUATION PLAN

Evacuation routes are posted prominently on each level of the buildings near exits. When possible, clients will close their own windows and doors. Fire doors close automatically when the alarm sounds. When the fire alarm sounds in the buildings, all male clients and staff will report directly to the northwest parking lot in front of the garages using the most direct route available. When the fire alarm sounds at the SFC, all female clients and staff of the Sands Freedom Center will report directly to the far west side of the parking lot in front of the Sands Freedom Center. When the fire alarm sounds at the Annex, all staff and any clients will evacuate and report directly to the northwest parking lot in front of the garage. If the fire alarm sounds, all staff and clients will report near the parking lot in the southeast corner, and staff will contact 911 if not already dispatched. Contact will then be made to Glory House for assistance. All clients are expected to evacuate as quickly as possible. Failure to evacuate will result in a rule infraction severe III, as this is a very important fire safety requirement.

Clients who are hearing impaired and handicapped will be notified personally **if feasible**. Hearing impaired individuals have a strobe light in their rooms.

Once the building has been evacuated, all clients and staff are accounted for, and the time noted, the Glory House staff gives an 'all clear' signal. Evacuation should be completed within **five minutes**.

SEVERE WEATHER

For protection against severe weather such as tornadoes, thunderstorms and blizzards, the Glory House will keep a weather radio for updated reports to ensure the safety of clients and staff. Glory House will plan ahead to ensure that all clients and staff are accounted for and have a safe place or reliable transportation arranged prior to the onset of the severe weather.

TORNADOES

Tornado drills *maybe* be held periodically during tornado season from April through October. The air horn siren signals a tornado warning or drill. If there is a tornado warning or drill and the tornado is approaching, male clients and staff will go to the lower level east hall of the men's unit. Clients living in rooms B-2 through B-7 may remain in their rooms and will sit on lower bunks with pillows over their heads. Women clients and staff will go to the hallway in the lower level of the Sands Freedom Center. They will take pillows or cushions with them for protection and be seated, facing the wall with pillows over their heads. All other staff and clients will sit in the hallway facing the wall with pillows over their heads. Staff and clients in the Annex will report to the basement hallway. Staff and clients at will remain in the building away from windows and doors until an all clear is issued from the NWS (National Weather Service). Everyone will remain in this position until weather radios announce that the warning is over. Staff on duty will have weather radios with them until an all clear is issued. During a tornado warning, the Glory House will not provide transportation.

All staff operating vehicles will be aware of locations of severe weather shelters.

SEVERE THUNDERSTORM WARNING

All clients and staff will remain inside the building or inside a vehicle during thunderstorm warnings. Avoid use of the telephones, showers, and stay away from metal objects. Glory House transportation of clients may be canceled until an "all clear" statement is received, or the staff determine that it is safe to transport.

BLIZZARDS

Glory House transportation of clients may be canceled until such time as reasonable, safe road conditions exist; thus, CST staff will attempt to notify clients of blizzard warnings so they can make arrangements in advance to avoid being stranded away from the facility. If a wind chill advisory is issued by NWS (National Weather Service) and the only method of transportation is walk or bike, *it is recommended clients have alternative form of transportation*. If the Sioux Falls transit is not operating due to weather, Glory House will not transport.

SECTION III-PROGRAM

GLORY HOUSE GUIDELINES

The following guidelines must be adhered to while you are a client of Glory House. Individuals who disregard these guidelines are reported to placement officials for their consideration. This could result in restriction, loss of privileges, or removal from Glory House.

- Clients are required to be at Glory House and programming at all scheduled times.
- While at Glory House, clients are expected to be employed full time in order to meet financial obligations, but not to the exclusion of programming. Exceptions to this are approved on a case by case basis.
- Use of alcohol, drugs or gambling is not allowed. Presence in alcohol or gambling related establishments is not permitted in most instances.
- Clients are expected to respect other people and property at Glory House and in the community.
- Food and beverages are only allowed in designated eating areas, but storage is not allowed.
- Clients are required to punch out, using the time clock, any time they leave Glory House property, and to punch in upon return. ***The hard-card must be completed entirely, and it is the client's responsibility to ensure the staff member has authorized by initialing the hard-card in the client's presence before departing.***
- Any form of physical contact or forms of manipulation, intimidation, or threatening behaviors may be grounds for immediate removal from the program unless persons involved were a victim of a PREA violation.
- I am responsible to follow the Glory House Client Handbook and agree to do so.

CLIENT DISCIPLINE

All clients are expected to abide by the Glory House Guidelines, all city ordinances, state and federal laws. Procedures have been established to encourage client accountability, to handle disruptive behavior, and to provide accountability for violations of house guidelines. It is the policy of the Board of Directors to treat individuals in a respectful and humane manner, taking into account individual client differences, while maintaining a wholesome and therapeutic environment for all clients and staff.

At the time of admission, staff will review the guidelines, client handbook, and specific rules relative to legal status with each client. The client will sign that he/she understands the material, and a copy of this verification will be placed in the case file.

If there are infractions of the guidelines, staff will log the behavior. Staff will work with the client to resolve the behavior and thinking patterns through exploring and identifying effective coping skills and tools. Termination may result in serious non-compliance of program guidelines.

SERIOUS BEHAVIOR INCIDENTS

The staff person involved or staff that witnesses the situation will document this on an incident report. Staff will investigate the incident and report to the manager on duty. In certain cases, depending on the legal status, the referral agency is notified prior to determination of consequences. The discipline imposed is designed to fit the infraction as closely as possible. The client will be informed of the action through a written report and provide their signature that this was received.

HARASSMENT AND CONDUCT

Harassment of other clients and disregard for their privacy and comfort is not tolerated. Use of gang signs, abusive language or acting in an insubordinate manner to staff is totally unacceptable behavior. Profanity, boisterous talk, music with inappropriate lyrics and/or profanity, etc, gambling, pornographic materials/sexually explicit, fighting, drinking, drug use, or disruptive behavior is not acceptable.

THREATS

Threats are not tolerated. This includes, but not limited to:

- Challenging authority.
- Grabbing or invading personal space.
- *Threatening gestures or physical aggression.*
- Raising the voice or using profanity in an intimidating manner.

If an individual affected feels threatened, intimidated, or violated personally, the behavior will be considered a threat; this includes employee, volunteer, intern or client. An incident report will be written, if there is a threat and immediate action taken.

PHYSICAL CONTACT

There is a no physical contact rule which would include any form of touching. Staff and clients will act appropriately and responsibly at all times. Infractions may result in a no contact contract or termination. Intimate relationships between clients are not allowed. See PREA section for further details.

CLIENT SEARCHES

Glory House reserves the right to conduct searches of person, room, property, **cell phone**, and vehicles to aid in the control of contraband, and to assure the safety of all clients and staff. Room, property, person, **cell phone**, and vehicle searches will be done randomly per discretion of staff and will be kept to a minimum necessary to ensure the greatest respect for privacy and personal dignity, while still meeting the requirements of funding agencies, and protecting the community.

Searches will be done with two staff members present. A record of such searches and noteworthy findings will be kept. Refer to the Contraband List for prohibited items on page 27. If prohibited items are found, the item(s) will be confiscated, and a report will be submitted for staff review and a copy filed in the case record. ***The staff confiscating the contraband item(s) will then take appropriate action. Contraband items will be disposed of immediately. Items that have high monetary value may be held/stored for up to 15 days to allow these items to be removed from the facility and failure to comply with this guideline will result in disposal of the item.*** Cell phones confiscated will not be released without approval by management or the referral agent. If items or property are illegal or suspected to be illegal, law enforcement will be contacted.

PASSES

Glory House recognizes the therapeutic value of passes for transitional living. Although pass regulations vary according to status, every effort will be made to allow occasional, approved, and purposeful time away from the facility, as deemed appropriate.

Passes must be requested and issued from assigned case managers. Pass may be issued for a variety of purposes that may include medical, housing search, programming, financial, recreational, or family activities. Pass approval is based on referral agency requirements, acceptable behavior, and progress. Refer to Client Privileges page 29 and locate your status.

PASS CONDITIONS

The following are the conditions of any type of pass:

- If you wish to make changes to your pass, you need to speak with the case manager first and if not available, your counselor; if neither are available, no changes will be made to your pass.
- You will ultimately be held responsible for your pass. Should the conditions of your pass be violated, ***the client will be directed to return to the facility and appropriate rule infraction will be issued.***

LIVING QUARTERS

Your room must be tour ready at all times. Your bed must be made neatly. Your clothing hung up or placed in laundry bags (not on bed or floor), prior to your leaving for the day. You are responsible to clean, vacuum, dust and empty the trash daily. You may decorate your living and sleeping quarters with personal possessions. ***Pictures or items will be displayed on the bulletin boards, not directly on the wall.*** Clients are not allowed in rooms they are not assigned to without staff approval.

The primary entrance for the men's unit is the west door of the men's unit. The primary entrance for the clients including outpatient is the west door at the Sands Freedom Center.

Only one client at a time will be allowed outside to smoke between 11:00pm-5:00am. Smoking must occur at least 10 feet from the building in designated areas.

TELEPHONE PRIVILEGES:

Clients will have access to the courtesy phones from 6:00am to 10:00pm Sunday through Thursday and until 11:00pm on Friday and Saturday. Clients can make long distant calls with a calling card or in some circumstances if program related, the case manager can provide assistance. ***For cell phone approval, contact the assigned case manager for process of approval and guidelines.***

DRESS CODE

You are to dress appropriately at all times. Clothing advertising liquor, bars, gang related, motorcycle groups, casinos, gambling or obscenities are not permitted. You are not to wear dirty or ragged clothing or inappropriate dress at any time. Shirts and proper attire are required in house at all times including meals. Bandanas must be multicolored or camouflage. No swimsuits can be worn on the grounds. No short shorts, no low-cut blouses/shirts, no halter tops or spaghetti straps are allowed to be worn on the property. Other clothing may be determined inappropriate by staff. You are not permitted to sleep in your street clothes. No one is allowed to give or receive tattoos or piercings while at Glory House. Haircuts cannot be completed by another client at Glory House. Hair coloring is not allowed on property.

PERSONAL HYGIENE

It is expected that you maintain proper personal hygiene at all times. Failure to comply with these guidelines may result in a hygiene contract. Indigent clients are provided with a limited supply of personal hygiene products.

BATHROOMS

When using the bathrooms, make certain you leave the ***toilet***, sink and shower clean. Report any problems with plumbing to staff.

LAUNDRY FACILITIES

Facilities are provided but may not be used after 10:00pm unless permission is granted. Glory House provides linen and laundry soap, but it is your responsibility to launder linens and clothing each week. Indigent clients may receive funds for weekly for laundry—see assigned case manager. A deposit is required when you receive linen. The deposit will be refunded if it is returned washed and dried by you, undamaged the day of discharge.

MAIL

Mail is picked up Monday through Friday and available at the front desk. When you discharge from Glory House you are required to leave a forwarding address for mail. You need notify anyone sending you mail directly of your change of address as a 'change of address' card from the Post Office will not re-direct your mail. Glory House is considered an institution (similar to a hospital) and change of address cards will not be recognized by the Post Office. If considered indigent, postal funds are available with approval. **Mail will be forwarded after discharge for a period of 30 days.**

MONEY MANAGEMENT

You are responsible for working out a budget with assigned case manager or assigned counselor and abiding by it to meet your obligations. You are responsible for turning in all income money while a client. Money will be kept in a personal account for your use. Rent is your first obligation. Payment of restitution, fines, legal costs, child support and debts are your next obligations. The client may request a weekly allowance depending on the available funds in your account. If you need to know how much money is in your account, your case manager can secure this information for you. Receipts may be requested at other times.

All requests must be completed and turned into your case manager for approval by Monday night and the checks will be issued on **Thursdays** after 1:00 pm along with a ledger of account. The rent obligation to Glory House will be taken from accounts. ***Required reserved funds are based on funding source and individual obligations the assigned case manager will notify you of the amounts. Level IV, and V may be eligible to have outside account with approval given by assigned case manager.***

Upon discharge, ***a final close out will be completed within 1 business day or 3 calendar days*** if there is a positive balance in the account. Your account will be finalized based on income and charges. Any positive balance will be forwarded to your release address in two to three weeks of discharge.

Money requests may be denied if there are inadequate funds in your account, if earnings are unaccountable, or if you do not have justification for the request. Some requests, such as spousal support, restitution, telephone bills, etc., will be issued directly to the person or company for whom the request is made. If a request is denied or decreased, the client will receive a copy of the request by **Wednesday** morning 9:00am.

There is a money request designated folder at the front desk, and it is the client's responsibility to inform the staff to place it in that blue folder.

Late requests will not be granted unless there are special approval for an emergency.

In the event a check swap is granted, ***see the case manager on duty for the release of funds.***

If you have any further questions, you should discuss them with your case manager.

CONTRACTUAL FEE FOR SERVICES:

Listed below is the outline for service fees.

State Parole, IMT, CJI, Court Services, IVC under DSS	CTP
\$0.00 per day.	\$12.00 per day.
Deduction begins on arrival date. Deduction on the 1 st for the entire month.	Deduction begins on arrival date. Deduction on the 1 st for the entire month.
Credit for early discharge before 1 st of month.	Credit for early discharge before 1 st of month.

PERSONAL PROPERTY

Glory House is not responsible for your personal property during your stay. *Valuables should be secured. If availability, a small, locked unit can be used which are located in a metal unit near the front desk. See Facility Operations Manager for more details. If the key is lost or damaged, there will be a charge.* Headsets are only allowed in rooms and outside. Personal property is not to be loaned, sold, borrowed, or exchanged without the approval of the President, or designee. Effort is made to secure serious valuables. In the event of absconding, the referral agency will be contacted for instructions. In all other cases, the person authorized to claim the belongings will be contacted. Belongings will be disposed of within 15 days after departure, 6 months for identification cards, if they have not been claimed or other arrangements made by the owner or designee. Medication is considered personal property.

Also, refer to Disposition of Property form.

The list below is the maximum property you are allowed to have in your rooms. Glory House will *not* store this in the garage for you. You may rent a storage unit at your own expense.

Clothing:

- 7 – Shirts (no low-cut shirts)
- 7 – pants/shorts (shorts must be at least mid thigh length or longer)
- 3 – Sweatshirts
- 2 – Dress outfits
- 1 – Jacket
- 1 – Winter coat
- 4 – Pairs of shoes
- 3 – Pajama outfits
- 8-10 – underwear
- 2-3 – bras
- 10 – Pairs of socks
- 2 – hats/headwear
- 2 – Gloves
- 4 – Work clothing items
- 2 – Belts

Accessories:

Maximum of 3 each

- necklaces
- bracelets
- earrings
- rings
- purses
- 1 watch

Hygiene Items:

Only 2 bottle/box of all items of hygiene

DAMAGE AND CARE

Clients are responsible for the care of the house and its equipment such as linens, furniture, carpet and recreational equipment. If any client carelessly ruins equipment, damages house or contents, he/she is responsible for the cost of repairs. In addition to a rule infraction III severe, a **\$50.00** fine, plus costs of repairs, **will** be assessed for any damages to Glory House property.

GLORY HOUSE PROPERTY

The agency is monitored through staff rounds and surveillance digital recording. No property belonging to Glory House is to be removed from the grounds.

CLIENT DETAILS

Each client will be assigned a house or yard detail. ***Clients who complete details as directed, will be eligible for incentives such as weekly drawings for gift cards or treats.*** Most details are to be completed at assigned times on a daily basis. Details are not considered complete until a staff person has inspected the detail, and both client and staff initial in the book. It is the client's responsibility to request that staff inspect the detail. Details must be inspected before leaving the house for program, work or leisure. This is a part of therapeutic daily living skills training. If you are unable to do your detail, it is your responsibility to find a replacement, and notify staff.

Request slips are available for you to request a specific detail. Your requests will be considered as well as your work and programming schedule. Should another client request the same detail, your work schedules will be taken into account to determine who will receive the detail. If you do not fill out a request slip you risk losing your current detail and may be placed in the detail that fits your schedule and is most useful to the house. You are not guaranteed to receive the detail you requested but Glory House will make every effort to assign details as requested.

MEALS AND DINING AREA

Clients are allowed to sign up to reserve a sack lunch or a supper plate if they are out of the facility during that time **and must be eaten by the next scheduled meal.** Personal food and beverages will not be allowed to be stored in the dining area or in client rooms. Thermal drink containers are to be used for work purposes only and are not to be stored in your room. No containers of any kind should be taken to and from AA meetings. Under no circumstances (unless prior approval is given by staff), should clients be in the kitchen unless it is required for house details. The ordered food is allowed during mealtimes, must be eaten **at the time, and not stored.** Options are available for special requests based on medical or religious needs. Client needs to discuss this with their case manager and cooks.

SMOKING

Smoking is permitted only outside the facility in the designated smoking areas 10 feet from the buildings. Clients are to use the cigarette disposal units. **No use of electronic cigarettes or vapes. Smoking inside the facility is prohibited and will result in termination from program.**

VISITORS

Visitors must be on your approved visitor list. All visitors must check in/out on the visitor's logbook. Any visitor 16 years of age and older, must provide identification at the time of visit. Children need to be supervised and under control at all times. Visits are limited to eight persons per client. If any visitor is suspected of drinking or using drugs, they will not be allowed to stay on the premises and will be asked to leave. For this reason, Glory House also reserves the right to administer breathalyzers to any persons visiting Glory House. All visits are to be confined to the upper dining room area and outside, weather permitting. Clients are not allowed to visit in visitor's vehicles. Appropriate touch must be observed with visitors at all times. If observed otherwise, visiting privileges may be discontinued and the visitor asked to leave. Special visits may be granted through counselor or case manager under certain circumstances.

Visiting days and times are as follows:

Friday 7:00pm-9:00pm

Saturday, Sunday, and holidays 1:30pm-4:30pm; 7:00pm-9:00pm

In addition to on- site visits, the agency will allow skyping with the case manager or counselor.

ALCOHOL AND DRUG TESTING

The Glory House maintains a policy of periodic scheduled and random urinalysis and breathalyzing of clients to ensure abstinence from alcohol and unauthorized substances.

The use of alcoholic products and illegal drugs on or off the premises is not permitted. Clients are not allowed at any establishment where alcohol or gambling is the primary business. Breath and urinalysis tests are done periodically or as prescribed by referring authority. The use of any unauthorized substance may result in termination from the program. If allowed to remain at Glory House, consequences will be imposed and treatment programs may be initiated, possibly at the client's own expense, if deemed necessary.

Refusing to take either a breath or urinalysis test is considered admission of guilt and client will be placed on zero access until approval from management is granted. The urinalysis must be produced within two hours of the first request, otherwise it is considered positive. ***If unable to produce a urine sample after two hours, the client is will submit to a saliva collection with urine sample collected no greater than 4 hours. If client refuses any type of drug testing, termination from program will result.***

Use of Vicks, Benzedrex Inhalers, or poppy seeds will affect the results of a urinalysis or breathalyzer test and are prohibited unless prescribed by a physician.

MEDICAL DENTAL AND MENTAL HEALTH SERVICES

911 will be accessed for any medical emergencies. Transportation is available through approved transporters or private ambulance service. Emergency medical, dental, and mental health services will never be denied to you. You are responsible for payment of your entire medical, dental, and mental health needs. In the event of serious injury, your emergency contact will be notified.

In the event a client has thoughts of harming themselves, staff members are available at all times. Contact will be made to a counselor when available, and if not, outside services. **Clients can call 211, a local resource for mental health services or crisis services at any time.** If you have concerns that another client may be at risk to harm themselves, you are encouraged to report this to staff.

Basic first aid supplies are available in the facility. Staff will inform you during orientation of the first aid supplies that are available at each facility. Other medical problems needing attention should be discussed with assigned counselor or case manager in order to assist you by making referrals to and appointments with the local medical clinics. You must sign out and sign in upon return to the facility.

ADMINISTRATION OF MEDICATIONS

Before a prospective client enters the Glory House, an effort will be made to review medications to determine the primary physician, purpose of medication, schedule II, III, IV medication, side effects. ***No prescriptions for medical marijuana will be allowed. See your physician for alternate medications in these situations.*** At the time of admission, any medications will be turned in, and the staff assigned to medication will count the medication and prepare a medication record sheet in the presence of the client or two staff members according to physician instructions. A copy of the prescription which includes doctor's signature and instructions for any new medications or samples are required before these will be available. Controlled substance medications are counted by both the client and the assigned staff after each dose is dispensed; both the assigned medication staff and the client initial the medication sheet. At shift change, a count of the controlled substance is completed. Any discrepancies will be reported to the on-call manager.

The Glory House will make medications available to the client according to the instructions of the physician. These will be available at designated times. The client will self-administer medications with staff supervision. To help prevent errors the medication sheet will be ***prepared using a valid prescription.*** The assigned medication staff will observe the client administer the medication. After, both the assigned medication staff and the client will record their initials on the medication sheet that those were taken on the appropriate date and time.

Medications are available early morning, mid-morning, lunch, afternoon, dinner, and bedtime. Specific times available at designated facility.

Clients are allowed to have OTC non-abusable medications on their person **and prenatal vitamins.** Any other medications not identified on the list below, must be administered under observation and must be stored in the double-locked medication storage area. Any schedule II, III, or IV medications that are outdated, discontinued or left at facility upon discharge will be destroyed.

No over the counter medications containing alcohol or DXM are allowed unless a doctor's order is provided.

MEDICATIONS THAT MAY BE IN THE PERSONAL POSSESSION OF CLIENTS

Topical first aid ointments

Birth control pills, estrogen, suppositories, and other personal medications as approved.

Glory House will make medications available to the client according to the instructions of the physician. However, drugs prescribed by a physician will be kept by staff in a secure area and will be available to you on a schedule. You must request the medication at the required times and inform staff when reordering. You are responsible for the payment of all prescriptions, medical bills, and any telephone expenses that may result when reordering medications.

The client will self-administer medication with supervision of the designated employee. The employee will observe the swallowing of the medication and the client and employee will record the time of self-administration on the client's medication log sheet. Please be aware; refusal to take necessary medications may result in termination from Glory House.

GLORY HOUSE EMPLOYMENT PROGRAM

You are required to look for employment and to secure full time employment within two weeks after admission. You are not allowed to **begin** or resign a job without approval of your assigned counselor, assigned case manager, manager, or the employment coordinator. You are not permitted to work in liquor stores, casinos, tattoo shops, or adult entertainment establishment. You may be required to work at least four hours a day at Glory House if you have not secured full time employment (40 hours per week). You must provide weekly verification of hours worked **as directed**. Job verifications are conducted on a regular basis. The Glory House provides job-counseling services to clients through the Employment Coordinator.

The following are goals of the client employment program:

- To develop financial stability to meet obligations.
- To match interests and skills training with job.
- To provide job opportunities that considers the client's program, special income needs, and physical capabilities.
- To provide the client with appropriate job leads with prospective employers.
- To acquaint the client with pertinent resources for the job search.
- To provide the experience of the job search responsibility, (making appointments for job interviews and follow-up, filling out applications, securing ID, etc.)
- To assist the client in the use of public transportation both for job search and once employment is secured.
- To obtain employment with a wage greater than the minimum wage.
- To help the client understand the importance of maintaining a single job in order to establish a stable work history.
- To help the client develop work ethic, importance of working, contribution to economy and society, pay own way versus being reliant on government, etc.
- Screening with consideration of offense history.

APPLYING FOR A JOB

Clients must complete orientation and meet **with their counselor or case manager before job searching**. Before you are permitted to search for employment, you need to complete an employment pass. The day before you begin your job search, develop a job search plan to include employer, time, address, phone; have your ID and Social Security card available; secure bus tickets. The Employment Coordinator or Case Manager must sign your employment pass. An employee of the company you are applying to must also sign the employment pass before you return to the Glory House. Job searching is allowed Monday-Thursday until 6:00pm, Friday-Saturday until 4:00pm unless special approval from management. Clients are not allowed to job search on New Years Day, Independence Day, Thanksgiving and Christmas. You need to be ready to begin your job search by 7:45 am each day and spend at least four (4) hours each day until you secure employment. Unemployed clients may be placed on an employment contract. This may also be reason for termination from the program.

TIME CARDS/WORK SCHEDULES

As requested, clients are required to obtain a copy of their time cards and return them to Glory House. These copies will be expected at the end of the workweek and are to be turned in no later than Tuesday night of the following week. If your place of employment does not have timecards, your supervisor must write down hours worked and verify actual hours worked by signing. If your employer makes out a rotating work schedule, obtain a copy the beginning of each week and turn it in to Glory House. Glory House makes an initial written contact with employers and periodic personal and/or telephone contact.

CALLING IN SICK TO WORK

Once steady employment has been acquired, you are expected to be responsible for your own work schedule. Should you feel ill, it is your responsibility to call in to your employer and inform them that you will not be going to work. You should also inform them with as much notice as possible and ***inform on duty CST staff or employment specialist***. Staff will not contact employers of client absence unless the client is medically unable. If you call in absent from work, you will not be allowed to attend any other activities, as you recover, you need to rest in your room.

TRANSPORTATION

It is a client's responsibility to secure transportation as soon as possible for employment, medical, or programming. Options include the city bus, taxi, or a transporter. You may purchase your own bicycle for transportation or recreation, but you must have your own padlock and chain. In some cases, you may be able to purchase/utilize your own vehicle that will be decided on a case-by-case basis and in conjunction with your referring agent. ***Glory House transportation may be available for new arrival needs or special circumstances with the assigned case manager.***

To use the city bus:

- ***Education for the transit system is provided by the case manager as needed***
- Client may be allowed up to 10 bus passes. Provisions available for those in need.
- For the current rates, contact the Sioux Area Metro at 367-7151.
- Bus schedules are posted or call 367-7183 for schedule information.
- Plan ahead to allow adequate travel times.

PERSONAL VEHICLES:

In order to have your own personal vehicle at Glory House requires a valid driver's license, proof of insurance, copy of vehicle title/registration, completed search of vehicle by Glory House staff, with the authorization of referral agency and the President, or designee of Glory House. Permission for vehicles may be granted on an as needed basis. The parking lots are for Glory House vehicles only. All client vehicles are to be parked on the street except during emergency snow removal/street cleaning; refer to staff for direction on parking options. No parking is allowed in the driveway at any time. Driving is a privilege and may be revoked as a disciplinary action. Vehicles that break down cannot be left on the street. Vehicle maintenance will not be performed on Glory House property. Clients are not allowed to transport other Glory House clients without Glory House and referral agent's approval.

TREATMENT PROGRAM SERVICES

As a client at Glory House, you will be expected to participate in programming, 12 step meetings, **recovery activities**, as well as employment. All clients will participate in an assigned treatment program to be developed by the counselor and client. 12 step recovery meetings are available in the community. ***Any clients funded under DSS are placed for treatment needs. Programing is a requirement for funding which is determined by treatment plan with a minimum of five hours of programming per week.***

RELAPSE PREVENTION

As the majority of people in the Glory House program suffer from addiction, there may be instances of substance use around you. For the safety of yourself and others, we ask that you report substance use to staff immediately so that we can ensure emergency medical services are provided, if necessary. If you do not feel comfortable talking with staff, please use the email provided in orientation to make a discreet report. Protecting those around you who are using is not worth jeopardizing your recovery or freedom. Use of certain substance may be life threatening, therefore, reporting substance use can help ensure safety and avoid overdoses.

CLIENT RIGHTS

Clients of Glory House are guaranteed all basic human rights of citizenship unless these rights have previously been withdrawn due to a client's legal status. The following client rights have been established as normal agency policy by the Glory House Board of Directors. Refer to pages 30-34 for contract contact numbers.

- The right to seek and have access to legal counsel. Contact includes, but is not limited to telephone communications, uncensored correspondence, and visits.
- The right of non-discrimination on the any federally recognized protected status including, but not limited to race, color, religion, sex, gender, sexual orientation, age, and status as a veteran, disability, national origin, ancestry, political views, creeds, criminal background, mental or physical illness, or disability unless such illness or disability makes treatment offered by the agency non-beneficial or hazardous. Each agency shall ensure that they comply with the Americans with Disabilities Act
- The right to refuse extraordinary treatment, including corporal or unusual punishment, humiliation, mental abuse or interference with the daily function of living such as eating or sleeping.
- The right to refuse to be a subject in a human subject research project. This includes participation in medical, pharmaceutical or cosmetic experimentation.
- The right to confidentiality in all records, correspondence, and conversation relating to treatment as required by state and federal law.
- The right to reasonable visitation with family and friends.
- The right to conduct private telephone conversations.
- The right to communicate with a physician.
- The right to request or deny medical treatment; however, Glory House may consider this inappropriate for placement.
- The right to take daily prescribed medications.
- The right to send and receive uncensored and unopened mail, unless suspect. Mailed paychecks, for which Glory House has an assignment of wages form signed by the client, may be opened. If mail is deemed suspect, referral agency and counselor will decide if mail is appropriate. If mail is deemed inappropriate, client is informed, and inappropriate mail will be returned to sender. No client-to-client correspondence allowed unless approved by referral agent and counselor.
- The right to practice a religion and attend religious services.
- The right to a grievance procedure, if the above rights have been violated.
- The right to be free of any exploitation, harassment, sexual harassment, or sexual abuse with any agency personnel, agency contractor, member of the governing board, or other clients.
- The right to be free of any financial relationship with any agency personnel, agency contractor, member of the governing board, or other clients.
- The right for a community advocate.
- The right for program planning and participation.
- The right to have access to the courts and with permission to the public law library.

Clients will be informed of their rights at the time of admission. Client rights will be posted. Clients who feel their rights have been violated may file a grievance as outlined in the Grievance Policy and Procedures.

If you feel that any of these rights have been violated, please contact a member of the management team or Department of Social Services, Community Behavioral Health at 1.855.878.6057.

C/D NOTES (Complaint/Development)

Any client can issue a C/D Note for on-going development, guidelines violation, disrespectful behavior, or disciplinary complaints. *The form can be submitted at the desk of men's unit or women's unit or if requested, delivered by the client with a staff member to the office of the Compliance Manager or designee.*

A C/D note will be obtained, completed, and submitted to the Compliance Manager or designee. All C/D will be reviewed. A response will be provided to client and other staff involved.

The final decision is approved by the Compliance Manager. If the client is not satisfied with response and if deemed appropriate by management team, the client may request formal grievance process.

CLIENT GRIEVANCE

It is the policy of Glory House to respect individual rights and to resolve differences in a fair and equitable manner. It is the policy to provide an opportunity for a hearing to address client grievances.

The following steps must be completed before a formal grievance request:

- If appropriate, discuss concerns with staff involved
- Discuss with a counselor or *case manager*
- Follow C/D note process

The Compliance Manager or designee will review the complaint within two business days with management team and client advocate. Unless requested otherwise by client, the advocate will be the assigned counselor. A summary of resolution will be provided to client and assigned client advocate by President or designee.

If resolution is still not completed to the satisfaction of the client, he or she may request, in writing, a hearing before the agency grievance committee. The grievance committee will consist of the President, an impartial staff member, and a staff representative of the individual's choice.

There is a separate grievance form if a client is filing under PREA. This is available in the client handbook. The reporting client will be free of retaliation by agency representatives or clients upon discovery of the report.

THE GLORY HOUSE CLIENT COUNCIL

The Client Council is a committee of clients and one staff member whose main function is to make recommendations to the Glory House President to ensure a fair and equitable communal treatment facility/program. Meetings are at least twice monthly with staff.

COUNCIL MEMBERSHIP

Council membership shall consist of a minimum of four clients and one coordinating staff member. Clients are assigned if they are in the CTC unit. The Client Council shall represent as diverse a population as possible among the current clients. Requirements for Client Council are *no rule infractions* and level II or higher.

RESPONSIBILITIES

The Council's primary responsibility shall be to make recommendations to the Glory House President in the following areas:

- On-going development of the Glory House programs.
- Alterations of Glory House client guidelines.

DESCRIPTION - CLIENT COUNCIL

My responsibility as a Client Council member shall consist of:

- Honesty with myself and others
- Meet on time
- Refrain from any form of discrimination
- Be fair with consequences and decisions
- Refrain from any form of favoritism
- Avoid petty issues, the Client Council **will be solution focused** and taken seriously
- If a member drops a level due to a guideline infraction, the member shall forfeit membership in the Client Council. The Client Council shall decide whether to permit the member to participate in the Client Council.
- No current rule infractions II or III.
- Not currently on zero access or level I.
- Actively compliant with treatment plan.

As a member of the Client Council, I shall be obligated to comply with this description. As a member of Client Council, I shall be given consequences accordingly and shall no longer be a part of the Client Council.

Client Council Member

Date

Staff Member

Date

CLIENT REWARD

Glory House will hold a monthly drawing for client of the month. The nominees are made by other clients. The client of the month will be issued a gift card by Glory House.

Glory House has a reward closet. Clients are allowed to select items from the reward closet at designated times available by a Case Manager on a weekly basis. Items selected are approved by the number of rewards allowed for each item. Clients can earn reward points by prosocial behaviors recognized by staff.

PROGRESSIVE DISCIPLINE

The Glory House follows progressive discipline. Any staff member may issue a rule infraction for violations of program. Clients contesting the rule infraction should first discuss this with the staff member involved, the assigned case manager, and then assigned counselor. If not resolved, the client may submit a C/D note. Accumulation of three low rule infractions within 30 days will result in rule infraction moderate for consistently not following program; accumulation of three moderate rule infractions within 30 days will result in rule infraction severe for consistently not following program. Repeated severe rule infractions will result in a conditional placement or possible termination of the program.

Rule Infraction Low	Rule Infraction Moderate	Rule Infraction Severe
<ol style="list-style-type: none"> 1. Not cleaning personal space. 2. Possession of contraband 3. Not attending required programming (1st miss) 4. Hard card violation 5. Failure to return by designated time (up to 30 minutes) 6. Not following program requirements. 7. Failure to comply with employment requirements. 8. Being in an unauthorized area. 9. Not taking medications as prescribed. 10. Visitor violation <p>Possible Consequences: Written Report Thinking and Action Analysis (reviewed with Counselor/CM) Consequences reported to referral source</p>	<ol style="list-style-type: none"> 1. Consistently disobeying low rule infractions. 2. Not attending required programming (2nd miss within 30 days) 3. Failure to return by designated time (between 31-60 minutes). 4. Not completing detail 5. Possession of serious contraband. 6. Disrespect to staff/others. 7. Cashing a check without authorization <p>Possible Consequences: Written Report Thinking and Action Analysis (reviewed with Counselor/CM) Loss of time on passes <ul style="list-style-type: none"> • Level III – 2 hour pass • Level IV – 4 hour pass • Level V – 6pm curfew Extra detail Consequences reported to referral source</p>	<ol style="list-style-type: none"> 1. Consistently disobeying moderate rule infractions. 2. Not attending required programming (3rd miss within 30 days). 3. Failure to return by designated time (over 60 minutes). 4. Refusing UA/BA 5. Alcohol or drug use or illicit possession 6. Sexually explicit material 7. Intimidation/Threats/Harassment/Sexual Harassment 8. Violation of the safety of others. (Smoking inside facility) 9. Damage to property. 10. Unauthorized cell phone. <p>Possible Consequences: Written Report Thinking and Action Analysis (reviewed with Counselor/CM) Loss of level Loss of passes for minimum of 5 days. Extra detail Conditional Placement Agreement Consequences reported to referral source</p>

If a behavior is severe enough, progressive discipline will be bypassed for the safety of staff and others involved in the program. Termination from the program may result from severe rule infractions. Agency community service may be an option in place of pass restrictions for a moderate rule infraction. Please see your Case Manager for details.

CONTRABAND ITEMS

This is a General List. There could be more items that fit into the contraband list. If in doubt, “ask”.

- Aerosol cans
- Alcohol
- Any food to include soft candy or gum
- Any item containing alcohol in the first three ingredients except shampoo, conditioner, lotion and deodorant
- Bleach (liquid or dry)
- **Blue tooth speakers**
- Cardboard boxes
- Unauthorized cell phones
- Chewing tobacco, smokeless tobacco, e cigarettes, cigars, loose tobacco, hand rolled cigarettes, or pipes
- Clothing or pictures with references to any of the following: obscenity, alcohol, drugs, gangs, or motorcycle groups, or casinos
- Computers or devices with computer features unless approved by Glory House
- Drug paraphernalia
- Drugs
- **Energy drinks**
- Extension cord. Surge protectors are only allowed for clients to use to charge electronic monitoring equipment, and this will be issued by Glory House agency.
- Fingernail polish/remover
- Hair coloring products
- Illicit sexual material, sexually explicit, or pornographic material
- Luggage bags of any kind
- Mouthwash with alcohol
- No knives, guns, or weapons of any kind
- Non-watercolor paints, toxic highlighters, toxic markers, flammable or hazardous chemicals
- Regular pillows or personal linen including blankets, quilts, or bedspreads
- Pointed-tip scissors or any sharp objects
- Tattoo equipment
- Televisions/DVD players
- Unauthorized medications

**Only clear water bottles allowed*

LEVEL SYSTEM

The Levels listed below are for all clients. Client Level and privileges will depend on placement status. There is a weekly review of Levels determined by counselor, case manager, management, with approval of agent and in some cases outside programs. Level status identified by colored folder.

Zero Access (Purple)	Level I (Red)	Level II (Orange)	Level III (Green)	Level IV (Blue)	Level V (Yellow)
High Risk	High Risk	Typically, in program less than 2 weeks	Meeting Program Requirements of recovery plan	Same as Level III Completed social passes	Level IV for least 30 days Completed social passes and active in discharge planning
determined by team listed above	determined by team listed above	determined by team listed above	determined by team listed above	determined by team listed above	determined by team listed above
On site consultation for religious needs, legal needs prior approval by management, and medical needs.	Religious activities, medical needs, treatment programs , legal needs, approved treatment; obtain ID's, 2 hour shopping pass , and employment/job search.	Employment passes, employment, medical, treatment programs, 12 step meetings, religious, 2 hour shopping pass , group recreations, Glory Trail, driving if approved	All under Level II and short passes	All under Level III as well as 12 hour weekly passes Longer passes only approved with special circumstances	All under Level IV as well as long passes

Religious services are allowed without a pass on Sundays for level I, II, III, and IV for no greater than 2.5 hours. Longer times will require an approved pass by assigned case manager.

Positive consequences are based on individual's progress. This may include move up the level system, increase in pass time, recreational activities with Glory House staff, and living in commitment to change unit.

Level V this will be outlined for each client through their assigned case manager. In general, the client may go to different locations without direct approval. The same guidelines will apply for establishments as well as residential. Curfew will be determined by legal status.

PREA (Prison Rape Elimination Act) SEXUAL HARASSMENT/SEXUAL ABUSE

Glory House has a zero tolerance for sexual harassment, sexual abuse, and/or sexual assault by any representative of the agency, other clients, or private citizens. Clients can report any violation of the above to any agency staff member, law enforcement, referral agent, medical center, advocacy member, or private citizen. Glory House will investigate or report the allegations for investigation by law enforcement as required under PREA (Prison Rape Elimination Act). The reporting client will be free of retaliation by agency representatives or clients upon discovery of the report; furthermore, for grievance filing complete the form on page 41 of this handbook. Glory House will ensure medical as well as mental health services are available to the client upon discovery of the incident at no cost to the client as well as on going treatment related to sexual violation. When an administrative investigation is implemented, the agency will appointment a staff member or when required, the contract oversight manager. Findings of the administrative investigation will be available to the reporting victim if the victim continues services with the agency at the conclusion of the investigation within 90 days of report. If legal charges qualify, the reporting client may be asked to testify.

If you have been a victim of sexual harassment, sexual abuse, or sexual assault, please report this.

This can be reported to any staff member, referral agency, law enforcement, medical center, Compass Center of Sioux Falls, or other party not affiliated with this agency. When requested, a staff member will accompany the client during the process of services or investigation.

Local numbers:

Law Enforcement/medical 911
Court Services 605-367-5930
State Parole 605-367-5980
Compass Center 605-339-0116
Glory House 605-988-9100

A client is allowed to make a report of PREA violation at any time for sexual abuse. This report may be delivered through email (available on website), telephonic, written report or notice, verbal report to any staff, contractor, volunteer of the agency, and/or interns of the agency. There is not a time restriction in place for any reports of sexual abuse. These will be accepted, and designee will complete an administrative investigation as well as contact law enforcement.

If criminal statute of limitations applies, this will be included in the administrative investigation summary.

Reporting client is not required to submit the report to the alleged abuser if employee, contractor, volunteer, intern or another agency representative. The reporting client shall not attempt to resolve the incident with named abuser whether this is a representative of the agency or other client.

If filing a report of sexual harassment, no limit applies.

There is a separate grievance form if a client if filing under PREA. This is available in the client handbook. The information will be evaluated by the assigned staff person, the Human Resource/Compliance Officer. The reporting client will be free of retaliation by agency representatives or clients upon discovery of the report. A report of findings will be available within 90 days of the report submitted of the administrative investigation. Upon delivery of findings, client may file an appeal. In the event an appeal is filed, the findings will be made available within the original 90 days of the initial report unless there is not adequate time for this review, and this is documented. Any extension will not be greater than 70 days of the time of appeal. If response of findings is not provided to the client within the outlined time noted above, this may be considered a denied claim.

Involvement of third-party members on behalf of client is permitted as follows:

- Allowed to file reports of sexual abuse of client
- Allowed to aid in filing requests on behalf of client if the client consents
- Any third-party involvement will be documented in full agency report

In the event a client reports or a third-party report there is imminent risk to a client, employees, or other representative of the agency, will secure the safety of the client. The receiver of the report will contact the on-call manager. The manager on call will provide instructions to address the safety of the client. The PREA manager will be notified of events. For immediate action, client will be informed of at the time as well as other safety measures no greater than 48 hours of emergency grievance.

A full report of agency decision will be completed and available within five calendar days of reported incident and a determination if there is evidence of substantial risk.

Disciplinary action may result if false reports are concluded and considered this was the action of bad faith.

Glory House has a no physical contact, including, but not limited to sexual activity. This requirement applies to any representative of the agency and/or clients of residential placement. If it is determined that physical contact has taken place, the PREA Manager will investigate the report prior to any agency disciplinary action unless this is a criminal investigation and alleged abuser is taken into custody. In the event the PREA Manager is not available, the Executive Director will be responsible for the investigation. After an administrative investigation if it is determined the incident does not meet the criteria of a violation from the definitions listed below, disciplinary action will result which may include termination from the program if severe for client contact of consensual contact. Consensual contact does not apply to staff on client incidents.

Unless during the criminal investigation the alleged abuser is taken into custody, any disciplinary action will follow after the administrative investigation concludes if substantiated. Disciplinary action will result:

Voyeurism client on client/ staff on client/client on staff:

An invasion of privacy of an client, detainee, or resident by staff for reasons unrelated to official duties, such as peering at an client who is using a toilet in his or her cell to perform bodily functions; requiring an client to expose his or her buttocks, genitals, or breasts; or taking images of all or part of an client's naked body or of an client performing bodily functions.

Termination of services for the abuser.

Termination of abuser's employment or end of assignment if another representative of the agency. Refer for criminal investigation.

Sexual victimization client on client/ staff on client/client on staff:

All types of nonconsensual sexual activity with other clients (that involves contact with the penis and the vagina or anus; contact between the mouth and the penis, vagina, or anus; penetration of the anal or vaginal opening of another person by a hand, finger, or other object; and rubbing of another person's penis or vagina by a hand), abusive sexual contacts with other clients, and both willing and unwilling sexual activity with staff.

Termination of services for the abuser.

Termination of abuser's employment or end of assignment if another representative of the agency. Refer for criminal investigation.

Sexual abuse or abusive sexual contacts client on client/ staff on client/client on staff:

Any of the following acts, if the victim does not consent, is coerced into such act by overt or implied threats of violence, or is unable to consent or refuse:

- Sexual contact
- Penetration of the anal or genital opening of another person, however slight, by a hand, finger, object, or other instrument; any other intentional touching
- Any attempt, threat, or request to engage in sexual activities
- Any display by a staff member, contractor, or volunteer of his or her uncovered genitalia, buttocks, or breast in the presence of a client, detainee, or resident, and voyeurism by a staff member, contractor, or volunteer

Unwanted contact with another client or any contact with staff that involved touching of the client's buttocks, thighs, penis, breasts, or vagina in a sexual way.

Termination of services for the abuser.

Termination of abuser's employment or end of assignment if another representative of the agency. Refer for criminal investigation.

Nonconsensual sexual acts client on client/ staff on client/client on staff:

Unwanted contact with another client or any contact with staff that involve contact with the penis and the vagina or anus; contact between the mouth and the penis, vagina, or anus; penetration of the anal or vaginal opening of another person by a hand, finger, or other object; and rubbing of another person's penis or vagina by a hand.

Termination of services for the abuser.

Termination of abuser's employment or end of assignment if another representative of the agency.

Refer for criminal investigation.

Retaliation client on client/ staff on client/client on staff:

Retaliation occurs when a client or staff injures, harms, or intimidates a person who has reported sexual abuse and assault — or attempts to do so — in response to the report.

Termination of services for the abuser or others involved with these actions.

Termination of for the abuser's employment or end of assignment if another representative of the agency.

Sexual harassment client on client/ client on staff:

Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one client directed toward another.

Restrictions within the facility based on the progress discipline if determined less severe. If severe, termination of services for the abuser or others involved with these actions.

Staff sexual harassment misconduct staff on client:

Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one client directed toward another. Repeated verbal comments or gestures of a sexual nature to a client, detainee, or resident by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

Reprimand of determined less severe in nature of single incident and/or reassignment of duties. If severe, termination of employment or end of assignment if another representative of the agency.

Staff sexual misconduct staff on client:

All incidents of willing and unwilling sexual contact with facility staff, and all incidents of sexual activity that involved oral, anal or vaginal penetration.

Termination of employment or end of assignment if another representative of the agency.

Refer for criminal investigation.

The reporting victim or named victim will be offered services through Compass Center, on site mental health counselor, or community service provider as requested.

If the abuser, or aggressor has a diminished capacity this will be a consideration prior to issuing disciplinary action if no criminal charges apply (only applies to client).

If the abuser, or aggressor has repeated program violations in other areas, this will be a consideration in the disciplinary process (applies to client or employee/agency representative).

If you have been a victim of sexual harassment, sexual abuse, or sexual assault, please report this.

This can be reported to any staff member, referral agency, law enforcement, medical center, Compass Center of Sioux Falls, or other party not affiliated with this agency.

Complete this form to report a violation of PREA or if filing a grievance of rights under PREA.

Indicate:

- Initial report
- Report of retaliation/grievance

Date of report:

Date of incident:

Time of incident:

Location of incident:

- Male unit and description of where
- Female unit and description of where
- Annex and description of where
- Glory House grounds and description of where

Client's Name:

Name of reporter if not client (not required):

Contact information of reporter if not client (not required):

Name of perpetrator:

Allegations involve:

- Client against client
- Staff against client
- Other agency representative (contractor, volunteer, or intern)

Details of the incident:

Name of staff incident was first reported:

Name of staff investigator:

Date of investigation:

Investigator Comments:

Date summary provided to client:

(If a client discharges prior to conclusion of investigation, summary will not be provided)

GLORY TRAIL:

The Glory Trail is available with an approved pass, during daylight hours, maximum time is one hour, and *no more than two clients from same housing unit at a time.*

DESIGNATED ROUTE OF ONE MILE:

- 51ST STREET (STREET IN FRONT OF GLORY HOUSE);
- EAST TO GRANGE AVENUE;
- NORTH ON GRANGE AVENUE;
- WEST, BEHIND OFFICE MAX, HOME FURNITURE AND SHOPKO TO WEST AVENUE;
- SOUTH ON WEST AVENUE BACK TO GLORY HOUSE.

