



# **RESIDENT GUIDELINES**

*Providing Christian Counseling  
and Resident Programs.*

## **RESIDENT GUIDELINES**

### **WELCOME TO YOUR NEW HOME!**

We are pleased that you have chosen to live with us, and we trust you will enjoy your stay here. The following are guidelines for community living so we can live comfortably together. If you have any special needs or questions, please bring them to our attention.

It is most important that you work closely with your primary counselor in establishing and achieving both your short-term and long-term goals.

Each week you are responsible to participate in individual counseling, support group and individual Bible study. You are expected to participate in financial counseling and training. Each month you are asked to participate in a service project for FLS. Your children are expected to participate in activities and counseling that is age appropriate for them.

All medical emergencies must be reported to a staff member immediately.

Random alcohol and drug testing may be required at any time. Finding alcoholic beverages or unprescribed drugs being used by or in the possession of any resident may result in immediate termination of residency.

For the safety of the families, no weapon of any description will be allowed on the premises.

## FAMILY CARE & RESTORATION

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### **YOUR RESIDENCE**

The monthly resident fee should be paid at the front desk on the first day of the month, unless special arrangements have been made with the Executive Director, (see separate Residential Program Agreement)

Personal living space is private and is not to be violated. Apartment housekeeping checks are done on the second Tuesday of each month and at additional times if needed. Should a staff member need to enter your apartment for maintenance or emergency purposes, you will be notified in writing.

If you and your family plan to be away from your residence overnight, your Counselor or the Program Director must be notified in advance. Should an emergency arise and you need to leave overnight, call the Program Director's emergency pager #.

The apartments are available either furnished or unfurnished. Please discuss your furnishing needs with your counselor. Apartment rooms may not be used for storage of excess furnishings.

Show respect for others by keeping radio, TV and family noise levels moderate, especially in early mornings or late evenings.

**Smoking is not permitted inside any building or apartment. Smoking is permitted only in designated outside areas.** Cigarette butts are to be deposited in special fireproof containers and not left on grounds or porches.

If you want to provide additional protection for your possessions please consider purchasing renters insurance. Family Life Services does not provide this coverage for you.

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Outside doors should be kept closed when the furnace is operating to heat your building. **Do not use the stove or oven to heat your apartment.** In apartments with hot water heat, the thermostat should be set at the same temperature day and night to provide even, economical heat.

In the individual apartments, no pets will be allowed other than those in small cages or tanks. Permission must be obtained in advance before getting any pets.

Be sure to turn off lights, TV's, radios, etc., in your living quarters when you leave.

Unplug electrical appliances (i.e. curling irons, hair dryer, irons, etc.) when not in use.

**UNDER NO CIRCUMSTANCES SHOULD AMMONIA BE USED FOR ANY TYPE OF CLEANING.**

Don't flush anything except toilet paper down the toilet. Take special care not to flush tampons, sanitary napkins, diapers or "flushable" wipes.

Follow rules posted in the laundry room. Each resident is responsible for cleaning up the laundry room after they are finished. Consistently leaving the laundry room unkempt will result in loss of laundry room privileges.

You are responsible for keeping the inside and outside of your residence neat and organized. Porches or yards cannot be used for storage.

Please report running toilets, leaky faucets, unexplained water and electrical problems by informing the front office immediately, in person, by voice mail or by email.

### VISITORS

Since many members of our resident families have experienced physical, mental, emotional and/or sexual abuse, we have set the following guidelines regarding visitors.

Spouses and male friends are not allowed in the apartments or adjacent yards or play areas.

Counselors and staff are to meet spouse or male friends before any on-grounds visit can be arranged.

Visiting with spouses or male friends can be done at the basketball court or picnic areas of the grounds, parking lot, or in the Main Building, after arranging this with your counselor during individual counseling.

Fathers must meet with staff to make arrangements to see their child(ren) and then pick up or visit their child(ren) in the common areas.

Since we encourage involvement with extended family, women who wish to have visits from fathers or brothers can do so after addressing the following requirements.

- Completing personal and family history with counselor.
- Participating in an extended family session that includes your father or brother.
- Introducing your father or brother to counselors and staff.

Visits from family or female friends must end by 10:00 PM weekdays and 11:00 PM on weekends.

Residents must obtain permission from their counselor for any guests to stay overnight.

Children may have guests with their mother's approval (no counselor approval is necessary). The mother must supervise the visit.

**COMMUNICATION:**

**a. INTERCOM SYSTEM**

Telephone “intercom” service available in your apartment connects you to other buildings and allows you to communicate with other residents and staff.

**b. LOCAL TELEPHONE SERVICE**

Local telephone service is available in your apartment.

Long distance telephone calls cannot be made on this line, and collect calls cannot be accepted.

**c. MESSAGES**

If someone should call for you through the main office number, (632-4661), they will be put through to your extension only if they are on your “visitor list”. Please inform everyone to call you on the 632-9639 number.

**d. CABLE**

Cable or Dish TV service is not permitted.

**e. COMPUTER & INTERNET**

FLS has wireless internet capability for all of the buildings on the property. If you do not have a computer system, and desire to use the internet, a used system may be provided for you if one is available.

## FAMILY CARE & RESTORATION

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An FLS staff person who manages our IT needs will configure your computer to receive the wireless connection. This requires a network card to be installed in your computer. It will be necessary for you to make an appointment with staff to have this installation done. The network card is the property of FLS and will need to be uninstalled before you move from FLS.

FLS staff is available to help with most of your computer needs. If you have a problem with your computer or your internet, please call the Office Manager to arrange for assistance from staff.

### **CHILDREN:**

Mothers are responsible for making sure an adult is supervising their children at **all** times. If you observe a child that is not being supervised, contact his/her parent.

You must provide proof of immunizations for your child(ren) and keep immunizations current.

Babysitters must be age 18 or older and approved by your counselor. Signed authorizations for childcare and instructions for dealing with a medical emergency must be left with the babysitter and your counselor.

Children are to show respect to:

- a. All residents and staff
- b. All property and facilities belonging to residents & FLS.

### **PLAY AREAS**

Each family is assigned a play area adjacent to their apartment or cottage. Children may play in their designated area without their mother being physically present with them. However, the mother should supervise her children from the apartment. The mother has jurisdiction over her designated play area and permission must be obtained from her for other children to play in a family's designated play area. Children who go to a play area other than their own family yard must have permission from their parent and their parent must arrange for adult supervision in the other area.

Well water used in the sprinkler system is non-potable. Children should not play in this water. Arrangements can be made for children to run through a sprinkler with city water. Wading pools are not permitted.

Each mother is responsible for the care of her yard and apartment area. This includes mowing the grass, trimming, maintaining the flowers and removing snow from porches and sidewalks.

All trash is to be put in the dumpster located at the rear of the complex.

### **RESTRICTED AREAS FOR CHILDREN:**

- Behind the buildings and on building roofs
- Main building unless **supervised** by a parent
- Fire escapes
- Front parking lot
- Cheyenne Creek
- Flower Beds

## FAMILY CARE & RESTORATION

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### **TRICYCLES, BICYCLES, ETC.**

Tricycles or bicycles should not be used on the grass **OR IN FRONT OF MAIN BUILDING**.

Three and four-wheel cycles should be ridden only on the north driveway adjacent to the garage. Two-wheel cycles should be ridden on the paved or dirt pathways.

No toys or bikes are to be left in the driving areas, parking areas, or yards. Each resident has a key to the bike shed and is responsible for insuring their children's bicycles are properly stored inside the shed or at the bike rack in front the shed.

### **GENERAL**

Mail will be distributed to individual mailboxes on the back porch of the Main Building.

Donated foods, clothing, etc., are available to residents at no charge. Parents should select items as needed. Children are not to take donated items or be in the donation room without parental supervision.

Family Life Services vehicles are for the use of the FLS staff. Upon special request permission to use an FLS vehicle may be considered.

Cars are to be parked in the front parking lot **only**. Broken-down cars may not be parked at FLS.

### **Conflict Resolution**

Healthy resolution of conflict is an important part of individual and family growth. Included in the resident program is instruction about why and how to resolve personal, family and community conflicts. We ask you to actively participate in conflict resolution training and then seek to apply the principles in your personal life and in your relationships with your children, family, fellow residents and staff at Family Life Services. Information on “Peacemaking Principles, Responding to Conflict Biblically” is included in the notebook you receive upon moving into the Resident Program.

You must agree with any other designated rules and policies established by Family Life Services.

On departure your unit is to be left in good clean condition; all keys returned; all expenses fully paid; and all personal possessions removed. Possessions remaining on the premises fifteen (15) days after you vacate may become property of Family Life Services.

**FAMILY CARE & RESTORATION**

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**AGREEMENT**

I agree to diligently apply and work through the “Peacemaking Principles, Responding to Conflict Biblically” if a conflict arises involving a family member, fellow resident or staff member at Family Life Services.

I understand that misconduct or unwillingness to work toward my goals or to comply with Family Life Services guidelines, will be discussed with me by my counselor and if not corrected, will be considered adequate cause for issuing notice to leave the Family Life Services Resident Program.

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RESIDENT

DATE

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WITNESS

DATE

**FAMILY LIFE SERVICES**

1880 S. Cascade Avenue

Colorado Springs, CO 80905

(719) 632-4661