



## Miracle Hill Guest Handbook

### **Miracle Hill Renewal Center**

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### **Miracle Hill Ministries**

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*"If you can't find a friend in the world . . . you can find one here."*

## TABLE OF CONTENTS

From the Director	3
About Renewal Center	4
Program Overview	5
Guest Rights	6
About Miracle Hill	6,7
Counseling, Case Management Matrix	7,8
Spiritual Growth opportunities	9
Daily Schedule	10
Community Guidelines	11
Building Security	11
Mail	11
Sickness	11
Dress Code and Personal Cleanliness	11
Medications	12
Videos and TV	12
Service/Task Assignments	12
Living Quarters	12
Music	12
Food and Drink	12
Visitors	12,13
Phone Calls	13
Discipline Procedures	13, 14
Requests Procedures	14
Financial Considerations/Fees	14,15
Mail Policy	15
What to Bring	15
Quick Reference to Guidelines	16
Grievance Procedures	17
God's Plan of Salvation	18

### **From the Director**

Welcome to the Miracle Hill Renewal Center Facility and Family. The Renewal Center is a place of refuge that has been set apart for your physical, mental, emotional and spiritual healing.

Guests checking into the Renewal Program must be detoxed and able to pass an alcohol, nicotine and drug screen upon arrival. Please be prepared to verify your identity; a picture ID and Social Security card is acceptable.

In efforts to maintain a healthy drug-free environment personal belongings will be searched. On page 15 of this handbook you will find a list of what to bring. Items that are considered contraband may be discarded at staff discretion. Anything containing alcohol is considered contraband; so be sure to check your personal toiletry items.

During check-in, all medications, including over the counter (OTC) and vitamins are to be turned in to the intake counselor. All Meds are stored in the Med Closet and are provided to you by staff at designated times to take as prescribed. Also, if you are in need of additional clothes or toiletries, a request form for those items will be given to you to complete.

Next, you will be assigned a bed and taken on a tour. Before unpacking you will meet with the Director and/or or a Counselor to ask questions and discuss any personal concerns. You will be given a copy of the Renewal guidelines (handbook) which will be reviewed with you. If you do not understand any of the guidelines, please feel free to ask for clarification to ensure you are in compliance with the stated rules.

God has great things in store for you! Our prayer is that you will surrender to his perfect will for your life and be blessed exceeding and abundantly above all you can think or imagine.

We are delighted you are here!

**Venus Dixon**  
**Director, Renewal**

## **Program Overview**

Renewal is a six-month Christian recovery program offered by Miracle Hill Ministries. It is a residential program, which uses a Christian adaptation of the 12-step recovery model. Normally within the first 24 hours, but always within the first 72 hours in the program a new guest will receive her service assignment and begin attending classes and chapel services.

Our goal is to provide support in a Christian environment that promotes mental, spiritual, emotional, and physical healing while you develop the ability to live a drug/alcohol-free life based on biblical principles and best practice recovery concepts through group and individual counseling, bible study, chapel and church services, training, classroom instruction and seminars.

If you have serious or chronic medical problems, Renewal is probably not best suited to your needs. We do not have medical personnel on staff in the building and cannot provide constant health care. Doctor and dentist appointments will be limited to emergencies. Should a serious medical emergency arise, it may be necessary for the Guest to convalesce elsewhere and return to the Renewal Center at a later time.

## **The Curriculum**

Each Guest must complete the four levels which are a *minimum* of six weeks each. You will learn responsibilities, gain privileges, and fulfill requirements for advancement to the next level. The minimum stay for completion of the Renewal program is 25 weeks; an approved housing plan will also be a requirement for successful completion

Each Guest is unique and together with their Counselors an individualized goal plan will be created to determine their progress as well as their advancement. You will be amazed at the many accomplishments you will achieve!

## **Levels Overview**

### **Level 1:**

#### Spiritual Foundations

Steps 1 - 2 - 3

Guests begin identifying powerlessness and unmanageability due to one's addiction. They will work with a Counselor to establish an individual goal plan based on programmatic goals and individual assessments. They will begin to attend Renewal classes and activities.

### **Level 2:**

#### Inner Healing

Steps 4 - 5 - 6

Guests begin looking internally by identifying and processing destructive thought patterns and areas of personal hurt that have contributed to their addiction.

### **Level 3:**

#### Planning a Healthy Lifestyle & Relationships

Steps 7 - 8 - 9

Guests are encouraged to ask God to change negative character traits & behavior and begin to focus on making peace with others by learning how to set healthy boundaries and build healthy relationships. They will also develop and follow a plan for making amends and restitution as needed.

## Level 4:

### Prevention and planning

#### Steps 10 - 11 - 12

Guests continue to develop their aftercare plan. They will receive training and support on life skills such as resume writing, job readiness, practical budgeting, and relapse prevention. Community Resources are available to assist with job placement upon graduation.

## GUEST RIGHTS

Each individual residing in a Miracle Hill Adult Ministries facility is guaranteed the right to:

- ❖  Receive adequate and appropriate food, clothing and housing
- ❖  Live in a clean and safe environment
- ❖  A personal bed or mat
- ❖  Appropriate communication with significant others outside the facility
- ❖  Have ones' own possessions
- ❖  Have his/her opinion heard and to be included, to the greatest extent possible, when decisions are made that affect his/her life
- ❖  Enjoy reasonable freedom of thought, conscience and conviction
- ❖  Receive appropriate and reasonable guidance, support and supervision
- ❖  Have respect of body and person
- ❖  Be free from physical, mental, emotional or sexual abuse and freedom from inhuman treatment of any type
- ❖  Confidentiality with respect to personal information and case planning
- ❖  Receive care without discrimination to race, religion, disability or ethnic origin
- ❖  File a grievance
- ❖  Choose refusal of service and leave the facility

## About Miracle Hill

### Helping hurting people become whole

**Mission Statement:** Miracle Hill exists that homeless children and adults receive food and shelter with compassion, hear the Good News of Jesus Christ, and move toward healthy relationships and stability.

**Our vision** is that each South Carolina Upstate county has adequate and accessible resources for homeless children, women and men. Compassionate services point individuals to Christ and move them toward wholeness, stability, and healthy relationships.

Miracle Hill is a leader in providing transformative care for the physical, emotional and spiritual needs of those we

serve. Founded in 1937, we are a non-profit organization in the Upstate of South Carolina dedicated to providing extensive services to individuals and families in the form of food, shelter, clothing, counseling, personal development, addiction recovery support, and residential and foster care for children. With the help of generous donors and volunteers, we have become the largest and most comprehensive provider of shelter and food to homeless children and adults in Upstate South Carolina – with nine facility locations and transitional housing throughout Greenville, Spartanburg, Cherokee, and Pickens counties.

## **Adult Ministries**

On any given night, over 600 children and adults sleep in a Miracle Hill facility for a variety of reasons. Life circumstances, poor decision making, mental health issues, and addiction are some of the key determining factors leading to our opportunity to minister to least of these. 450 of those individuals sleep in an adult facility, and on any night that the temperature drops below 40 degrees, we don't turn anyone away. On those nights you can easily find an additional 100 souls sleeping on our gym floors and in our basements. At Miracle Hill we have a saying, "If you can't find a friend in the world you can find one here."

Miracle Hill also plays a leadership and facilitative role in the community by partnering with other local service organizations to provide for the diverse needs of the homeless population. In Adult Ministries, we rely heavily on the relationships God has formed with our surrounding community. Relationships with several partner agencies allow us to professionally help some guests that we otherwise would not be able to help.

## **Shelters**

Miracle Hill's operates four adult Rescue Missions across the Upstate of South Carolina. Our unique two tier system ensures that the men and women in our care receive the best services available and are designed for each guest's particular needs. All services are offered in a Christ centered environment.

Tier One programs target homeless men and women who need temporary care. They are offered basic needs of food, shelter, clothing, discipleship, and counseling. Tier Two programs are designed to help men and women who need more time to become stable and independent. These individuals receive the same care as Tier One guests, but are also offered more in-depth counseling, educational opportunities and Work Keys training.

## **Recovery**

Miracle Hill is home to two highly successful addiction recovery centers in Greenville: Overcomers for men and Renewal for women. Both Overcomers and Renewal are six to seven month, residential, Christian recovery programs that use a Biblical adaptation of the 12-step recovery model.

At these centers, our goal is to provide support in a Christian environment that promotes mental, spiritual, emotional, and physical healing. We help men and women develop the ability to live a drug & alcohol-free life by offering educational and life skills classes, group and individual counseling, Bible study, chapel, devotional services, personal training, classroom instruction and relevant seminars. To help ensure these men and women succeed after graduation, transitional housing is offered for up to one year.

## **Miracle Hill's Counseling, Case Management and Developmental Matrix**

During your staff at a Miracle Hill Facility you will be assigned a counselor. Depending on what level of assistance you require the counselor will help you to determine a path towards healthy relationship and life stability. One of the main tools we use is a developmental matrix.

Miracle Hill's Matrix of needs encompasses 8 categories of a person life. This tool is provided to help you to see your current situation and more importantly your growth during your stay. On the horizontal access you can see the different zones of concern: general life issues, income, employment, housing, education, transportation, addiction, and faith community. On the vertical access are the degrees of progress: in crisis, vulnerable, stable, safe, thriving. The goal for each guest is to move vertically in each area towards stability.

**Miracle Hill Adult Ministries Developmental Matrix**

Name: \_\_\_\_\_

Intake Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Case Manager: \_\_\_\_\_

ISSUE PROGRESS	General Life Issues	INCOME (11170, 15130, 19090, 23050)	EMPLOYMENT	HOUSING	EDUCATION	TRANSPORTATION	ADDICTION	Faith Community
Thriving (5)	Self-sufficient. All Basic Needs Met. Healthy physically and emotionally.	> 200% of poverty guidelines for family size. No need for financial assistance.	Full-time work above minimum wage with employer-provided benefits.	Home Owner, condo Owner, Co-op Owner, Market rate rental.	Post-Secondary degree: Masters or Doctorate. Post Secondary Degree: Bachelors or	Car Ownership, insurance, taxes, and tags. Transportation is Reliable.	Has mentor, attends church, attends support group, drug and alcohol free for at least one year.	Has mentor, Committed to full participation in FC
Safe (4)	Supported significantly. Has identification, all health needs are being addressed.	176%-200% of poverty guidelines for family size. Most financial needs met with minimal assistance.	Full-time work above minimum wage without employer benefits.	Safe and secure non-subsidized housing, choices limited due to income, homeowner. Safe and secure non-subsidized housing, choices limited due to income, renter.	Post high school vocational education, non-college business, or technical or professional training, or some college credits.	Moped / Motorcycle License and Ownership.	Graduated and still connected to long term drug and alcohol program, still drug and alcohol free at least 9 months.	Committed to full / active participation in FC. Has joined the FC of his/her choice.
Stable (3)	Has identification, physical and / or mental health needs are being addressed.	126%-175% of poverty guidelines for family size. Basic financial needs met, and able to support immediate family with limited assistance.	Full-time minimum wage work or retirement.	Safe and secure subsidized housing.	High school diploma or G.E.D. Work Keys Certificate Silver or Higher.	Have most transportation needs met through public transportation, or a regular ride.	Regularly attends addiction support group and drug and alcohol free at least 6 months. Enrolled in long term drug rehabilitation program like OC.	Regularly attending Faith Community.
Vulnerable (2)	Has identification, serious physical and / or mental health concerns, basic human needs being assessed.	100%-125% of poverty guidelines for family size. Some financial needs met. Disabled	Part-time employment DSS Income	Safe and secure transitional housing. Hotel or boarding house. Living with relatives or friends. Unaffordable non subsidized housing.	Reading, writing, and basic math skills present, no high school diploma or G.E.D.	Have transportation needs met through public transportation, or a regular ride. Significant transportation barriers exist.	Used Drugs and alcohol in the last 6 months.	Attends Services while in Facility.
In Crisis (1)	No Identification, Serious health concerns, basic human needs not met.	0-100% of Poverty Guidelines for Family Size. No financial needs met.	Unemployed	Substandard Unsafe Housing Homeless Shelter	Reading, writing, and basic math skills absent.	Do not have access to public transportation, a car, or regular ride due to location or funds.	Currently dealing with addiction to drugs and alcohol.	No faith community involvement.

## Spiritual Growth Opportunities

Several opportunities to grow spiritually are available in addition to chapel and devotion services. Staff members and volunteers conduct Bible studies, prayer and share groups, and inter-personal study groups. It is our belief that true healing and genuine life change only occur when one enters into a growing personal relationship with Jesus Christ. Below are several things you can do to enhance your spiritual growth. As you do these things, you will begin to grow spiritually.

- 1) Read the Bible every day.** Begin with a few verses at first. The Psalms are a good beginning point in the Old Testament. The book of John is a good beginning point in the New Testament. Proverbs provides great wisdom and encouragement. Staff can suggest other Bible books for your reading.
- 2) Spend time in prayer every day.** Prayer is conversing with God, both talking and listening. Praying (alone or with others) for yourself and others is important. Begin with just a few minutes per day.
- 3) Apply what you are learning** in prayer and Bible Study to your life each day. Share with others what God is doing in your life and ask them to keep you accountable for personal application of the Bible truth.
- 4) Keep a daily journal,** recording insights from the Bible and chapel, and the things God may be trying to teach you during this time. Review your journal periodically for insights and growth.
- 5) Read good Christian literature.** The program provides an ample library of Christian books, booklets, and pamphlets both for study and pleasure. Individual staff members can suggest books or topics for particular guests and situations.
- 6) Interact with other Christians.** There will be many opportunities to meet and develop relationships with other Christians. We believe that a healthy community is a key aspect to a healthy life.

## Counseling Opportunities

A Counselor/Case Manager is assigned to each guest when they enter the facility. Counselors will meet with their new guest within 24 hours of assignment.

Guests will have an opportunity to meet with their counselor once every week throughout their time if they desire to pursue that relationship.. A guest may request additional meetings.

All counseling sessions are confidential in nature between the counselor and guest. Counseling sessions involving the guest's spouse, family, pastor, and/or approved other persons may be arranged if in the guest's best interests. When your problem is beyond staff training capability, we will refer you to other specialized resources within the community. These resources include, but are not limited to: Mental Health, area hospitals, pastors, or private doctors. When a referral is made, Miracle Hill accepts neither financial responsibility nor liability for the results of the counseling.

## Daily - Monday through Friday

5:30 AM		kitchen crew wake up
5:45 AM		5:45 a.m. lights on
6:00 AM	6:45	prayer & breakfast
6:45 AM	7:15	service assignments
7:20 AM	7:45	a.m. chapel
7:45 AM		break
8:00 AM	10:50	morning classes
11:00 AM	11:50	personal devotions/lunch prep
12:00 PM	12:45	prayer & lunch
1:00 PM	2:50	afternoon classes
3:00 PM	4:00	personal devotions
4:00 PM	5:00	scheduled activity
5:00 PM	5:30	dinner prep & service assignments
6:00 PM	6:30	prayer & dinner then clean-up
6:30 PM	8:50	study time/scheduled activities
9:00 PM	9:30	room devotions
10:00 p.m.		lights out – in room, alarm set

Friday (only) in room 10:45 p.m., lights out 11:00 p.m.

\*\*certain exceptions are made for different events\*\*

## Saturday

7:00 a.m.		lights on
7:30 a.m.		prayer & breakfast
8:30 a.m.		community prayer/devotion
9:00	11:00	complete service assignments

weekend details are to be completed by 5:00 p.m.

12:00 p.m.		prayer & lunch
1:00 PM	4:00	visitation
5:00 PM	6:30	dinner prep, dinner then clean up
9:00 p.m.		in room, alarm Set
10:00 p.m.		lights out

## Sunday

7:00 a.m.		lights on
7:30 a.m.		prayer & breakfast
10:00 a.m.		leave for North Hills Community Church
1:30 a.m.		prayer & lunch
5:00 p.m.		leave for North Hills Community Church
7:30 p.m.		prayer & dinner
9:00 p.m.		in room, alarm Set
10:00 p.m.		lights out

# Community Guidelines

## I. General Guidelines

### A. Required gatherings

1. Devotions – Monday-Saturday mornings & two evenings per week
2. Sunday morning and evening Worship Services
3. Must be on time and present for all classes and counseling and participate in all group activities.

### B. Accountability Partners

When off premises you must have an accountability partner

### C. Smoking

1. As of October 1, 2010, the Renewal facility is a smoke-free campus.
2. There is a 0 tolerance for smoking on or off premises; violations will result in immediate separation

from the program

### D. Mail

Mail is given out daily between the hours of 5:00 to 7:00 pm by Renewal Staff. Staff will pick up outgoing mail by 10:00 am each week day. Staff only are allowed to take the mail to the mail box and pick mail up. There will be no Saturday mail delivered. (See Mail Policy on pg 12).

### E. Building Security

1. This is a secured facility. Guests may go in and out of the building at leisure, but must remain on the property.
2. Outside doors are locked at all times. These doors can never be propped open. Ground floor windows must be closed and locked at all times. Leaving these doors or windows open is considered a serious breach of security and anyone choosing to do this may be subject to immediate disqualification from the program.

### F. Sickness

1. If you're sick, you must report to staff. Only staff can authorize bed rest.
2. Bed rest is for 24 hours and mandatory after emergency room visits.
3. If you are too sick to attend class, or church, or to do your task, you must stay in your room and forfeit all other activities such as socializing with other Guests this includes approved visitation for the week to ensure you have ample time to recuperate.  
Meals will be served in your room while you are on bed rest
4. If sickness requires bed rest in excess of twenty-four hours medical attention is required. This is not a medical facility and we have limited access to medical facilities. It is highly recommended for you to tend to medical and dental needs prior to arrival.
5. During normal daily activities, bed rest or napping is not permitted.
6. We have limited capabilities for accommodating special diets. Each Guest is responsible for monitoring her own diet **necessities**.

### G. Dress Code and Personal Cleanliness

1. Shorts, sleeveless tops, tight/revealing clothing and thongs are not permitted.
2. Dresses/skirts should be modest generally covering the top of the knee.
3. Leggings are not permitted
3. You must be fully dressed when out of your room.
4. Showers should be taken daily; being clean and neat are expected.
5. Jeans are not to be worn to church services.
6. Piercing jewelry is allowed for ears only.
7. No jeans with holes are permitted.

### H. Medication

1. All medications must be checked in with staff upon admission. No meds are allowed in Guest's room or on their person at any time. Meds will be made available by staff at the designated times. (exceptions may be made for insulin)

2. All prescription medications must be in the correct bottle and be properly labeled. Samples must have a Dr.'s written instructions.

3. Any mental health medication must be obtained through your mental health facility or personal psychiatrist prior to arriving.

4. Please have at least 60 days of medication upon arriving.

5. Guests can never share medications.

6. New prescriptions must be on the approved list and approved by Renewal Director or Counselor before being filled.

#### I. Videos and TV

Videos or approved movies may be watched on the weekend. All viewing material must have a staff signed sticker of approval. One hour of news may be watched in the evenings between 5 and 6 pm.

#### J. Service/Duty Assignments

Service assignments are an essential element of the program. Service assignments promote teamwork, provide a sense of accomplishment, are educational, and have physical benefits for each Guest. . All Guests are given weekly service assignments. These may include kitchen, laundry room, bathroom, and living area. You are accountable for your assignments. Please be on time and diligent.

1. You must stay on your assignment until all work is completed

2. Weekend service assignments will be assigned each week

3. Periodic checks for assigned area are required throughout the day

#### K. Living Quarters

##### Bedrooms

1. Rooms will be inspected daily at random times. Room chores are to be completed daily and rooms are expected to be tour ready at all times.

2. Furniture may not be rearranged

3. Each bed has its own bulletin board located near it. Personal photos, etc., may be posted on these boards. All items must be in good taste

4. Guests are not allowed to enter another Guest's bedroom

5. Bedrooms are always off limits to family members/visitors except during supervised tours

6. No items are permitted on the wall

#### Music

1. Always be considerate of others - no music after lights out or during personal devotions

2. All music played is to be Christian in nature or classical

3. Computer downloaded or burned CD's are not permitted

#### Food and Drink

1. Beverages are not allowed in rooms except in cases of illness

2. Coffee cannot be taken out of the dining area

3. Food, candy & gum are not allowed in the rooms or personal belongings

4. No food is allowed in the living room area

5. Snacks must be kept in the kitchen or dining room (chips, drinks, etc)

6. Special diets must be prescribed by a licensed nutritionist

7. No energy drinks are allowed on or off the property

#### L. Visitors

1. Level 1 Guests are permitted visitors after the first 30 days

2. Once Guests are given visitation privileges, they may have visits from immediate family, mentors, church staff or special exceptions approved by staff on Saturdays from 1-4 pm. Visitation requests must be in your Counselors box by 8:00am Thursday mornings
3. Visits are only allowed in the living room, dining room, sun room, or patio areas
4. Boyfriends; fiancées, and common-law husbands ARE NOT considered immediate family during the program
5. Guests whose family live more than 3 hours away from Greenville may have extended visiting times from 10:00 am to 4:00 pm one Saturday per level with Counselor approval
6. Level 3 & 4 Guests may leave the premises with their family from 1-4 pm on Saturdays
7. Off Premises Activities – all must be approved by staff at least 48 hours ahead of time
8. Guests may leave the premises for scheduled doctor or court appointments. Staff or an accountability partner must be with them; no telephone usage is allowed during these visits
9. Level 4 Guests will be given opportunities to help prepare them for post-graduation
10. Level 4 Guests may be given a weekend pass beginning at 8:00 a.m. Friday and ending at 3:00pm. Sunday to provide an opportunity to visit with family and prepare for post-graduation
11. Late arrival from passes may result in disqualification

#### M. Phone Calls

1. Phone Call privileges will be available upon completion of the first 30 days
2. After 30 days, Guests may have 2 fifteen-minute phone calls per week to talk with family members only. Calling anyone outside of approved call list will result in disciplinary action including disqualification.
3. There will be a weekly sign-up sheet to request specific 15-minute time slots
4. Business calls may be made Monday-Friday only. These must be approved on a sign-up sheet at least 24 hours prior to the need and made in the presence of your Counselor

#### N. Discipline Procedures

A willing spirit and disciplined life are essential elements of healthy recovery. Accordingly, specific expectations are set for all Guests. Below is a general list of offenses and their consequences. This list is **not exhaustive** and every Guest is encouraged to constantly seek guidance when unclear on expectations or unsure of appropriate actions. Repeat offenses and unwillingness to change or cooperate with the structure of the program will result in consequences up to and including disqualification from the program. A general description of offenses and consequences follows.

Sample offenses generally resulting in 1 demerit (each demerit requires a self-evaluation which would determine appropriate consequences)

1. Late to class, job assignment, counseling session, or activity
2. Failure to pass clean room inspection
3. Failure to complete homework
4. Failure to satisfactorily complete job assignment

Sample offenses generally resulting in a write-up (each write-up will include a self evaluation that will determine appropriate consequences)

1. Three demerits (during a one month period)
2. Verbal fighting or arguing with another resident, staff member, or volunteer. This includes being belligerent, rude, or disrespectful.
3. Lying to staff members
4. Entering another person's room
5. Gossip, cursing, dirty jokes
6. Having or eating food anywhere other than the allowed locations

7. Not attending class, church or any scheduled activity
8. Being disruptive to the program in attitude or action
9. Gossip, cursing, or dirty jokes
10. Failure to show up for counseling or medication times
11. 3 demerits in one category in a 1 month period

Offenses generally resulting in disqualification

1. Two write-ups in a 1 month period
2. Stealing
3. Using drugs or alcohol (includes not passing random drug or breathalyzer tests)
4. Having prescription medication in your room or in your possession
5. Any Sexual Activity outside of marriage
6. Breaching building security or tampering with fire devises
7. Threatening other participants or staff members
8. Physical fighting
9. Possession of pornography or occult material; cult/gang practices
- 10.. Racial slurs
- 11.. Intentional defiance of policy or staff instructions
12. Smoking on or off premises

O. Request Procedure:

There are request forms for specific needs. Please fill out the following request forms, as needed, and turn in to Staff. All forms must be filled out at least 24-48 hours in advance of need. Form requests include:

**24 hours in advance:**

- hygiene & cleaning supplies
- making business calls
- clothing needs
- appointments with staff members

**48 hours in advance:**

- approval of visitations
- permission to leave premises
- medical care
- all transportation needs

P. Financial Considerations

1. A one-time, non refundable, program entry fee of \$125.00 is required for all Guests and may be paid by the Guest or any interested party. Money orders should be made out to Miracle Hill Ministries and earmarked "Renewal Program entry fee."
2. Although recovery programs are expensive to provide, our policy is to provide these services to those who are most in need of them. Therefore, we provide the program at no additional charge for those without financial resources. Those who have an income source such as unemployment, disability, SSI, or insurance pay on a sliding scale to help contribute toward the cost of the Renewal program. We are able to provide this service at little or no cost because of God's faithfulness in providing for our needs and also by being good stewards of His gifts by asking each resident to be a part of the overall maintenance and upkeep of the facilities and properties through their service assignments.
3. If someone wishes to give the Renewal Guest money, they may send money orders, or cash up to \$40.00, no personal checks. All money orders must be made out to Miracle Hill and the Guest.
4. After the initial 30 days, a Guest is eligible to participate in occasional off site activities, which may require a little "spending" money. Limited group shopping also becomes available.

5. Funds can be locked in a safe, but will only be available once a week. Families, friends, or churches who wish to make a donation towards the general operational budget for the Renewal Program or for special projects such as books, transportation, or special activities, may do so by sending checks made out to Miracle Hill Ministries and earmarked Renewal Budget, Program Fees, or Special Activities.

## **Guests Mail Policy**

### Outgoing Mail

1. All outgoing mail must be placed in the outgoing mail receptacle located at Renewal 2
2. Mail pick up time will be at 10:00 am. Any resident that has mail to go out later than this designated time will have to wait until the following day
3. No outgoing mail will be accepted at the reception area
4. In conjunction with our policies for visitation and phone calls, contact via mail with boyfriends, common-law husbands, fiancée, and the like are not permitted during your stay at the Renewal Center.

### Incoming Mail

1. Pen pals to inmates in the Department of Corrections will not be allowed therefore any mail received from these institutions will be returned to sender. If you have immediate family members who are incarcerated and you wish to communicate with them, arrangements must be made with the entry level Counselor upon entering the program.
2. Mail coming in from boyfriends, common-law husbands, fiancée, and the like will not be permitted during the program. Any extenuating circumstances must be discussed with the Intake Counselor and/or Director prior to entering the program.
3. Any approved mail that is received from immediate family members who are incarcerated must be read in the presence of the Guests 'Counselor.
4. All packages that are received must be opened in the presence of a staff member.
5. Guests are not allowed to handle incoming or outgoing mail.
6. Mail will be distributed between 5:00 and 7:00 p.m. Monday-Friday.

### **What to Bring**

Clothing – bring enough for 8 days. Washers & dryers are on site and may be used for free.

Casual clothing for class and work assignments (see what isn't allowed on page 7 under "Dress Code")

Dress clothing for church (dresses, skirts, or dress pants & blouse)

Shower (flip-flops), closed toe shoes for task assignments, dress shoes for Sunday

Under garments

Toiletries (basics will be provided to you if don't have any)

Medicines

Pens & pencils

Alarm Clock (required)

#### **Optional:**

Sheets

Towels

Clock/radio

CD player

(only Christian music is allowed)

– no headphones

### **Quick Reference to Renewal Guidelines**

1. You must be on time for all scheduled activities. Missing scheduled activities may result in disqualification from Renewal. You must have approval of Renewal staff to be excused from any program activity.
2. You are required to have your dorm duty completed by 7:15 a.m. Monday through Friday and 11:00 a.m. on Saturday unless there is a scheduled activity. If there is a scheduled activity your duties must be completed in ample time to be punctual for that activity. Weekend assigned details (not daily) are to be completed by 5:00 p.m. on Saturday, and checked by a staff member upon completion. Duties are not required on Sunday.
3. You are required to make your bed neatly each day. Nothing is allowed on your bed except a folded blanket and stuffed animal. All other items are to be in your closet. Your towel & laundry bag should also be properly hung in your closet.
4. Closets must be neat & orderly with all shoes stored neatly in the closet.
5. Empty closets or drawers in the room are not to be used for your storage. If you have more than you can comfortably store in your designated space, you will need to send it home or place it in storage.
6. Chairs are for sitting only.
7. After using the sinks, clean and dry the area. You are not to wash or color your hair in the bathroom sinks. Hair can only be colored in the laundry room sink. Plastic must be placed on and around the sink before coloring your hair and you must have an accountability partner.
8. Nail polishing must be done in designated outside areas
9. There is to be no smoking on or off Renewal property.
10. Food and drinks are not allowed outside the dining area. Food may not be stored in your room.
11. You are not allowed to sleep between 5:45 a.m. and 5:00 p.m. Mon-Fri.
12. Horseplay is not permitted and may lead to disqualification.
13. Any threat of harm or attempt to intimidate another person may lead to immediate disqualification
14. Sandals are not permitted for outside or kitchen task assignments.
15. You are not allowed to use any telephone for thirty days. You are not allowed to accept any phone calls. After thirty days you will be allowed two 15 minute calls per week to immediate family only. You may use only the designated phone in the RENEWAL dorm. Phone hours are as follows: Mon– Fri, 4:00 p.m. to 8:30 p.m. Exceptions must be approved by your assigned Counselor. You are not allowed to have someone make a call for you. YOU ARE NOT ALLOWED TO MAKE PHONE CALLS while away from campus at the doctors, Walmart etc., except for calling staff when you need to be picked up. No weekend phone usage. Violations may lead to disqualification.
16. You are not allowed any visits for the first thirty days. After thirty days, IMMEDIATE FAMILY may visit you. There is a limit of Five visitors at a time unless otherwise approved by staff. BOYFRIENDS / COMMON LAW HUSBANDS are not allowed to visit. You will need to have your visitation request in no later than Thursday 8:00 AM for approval.
17. ID badges are to be worn within the Facility. They should be visible at all times -- especially when you are outside of your bedroom.
18. TV's are available for viewing from 5:00 to 6:00pm for news only on weekdays. Staff approved movies and/or videos may be viewed on the weekends beginning after 6:00pm on Friday. Any unapproved viewing material will result in disciplinary actions including disqualification.
19. Medications are not allowed in your room or on your person. Medicine must be kept in the Staff Med Closet. Any medications with the potential of abuse are not allowed. All new medications must be approved prior to bringing into the facility
20. If you have an EMERGENCY see a staff member. For all non-emergencies, please put in a request form in your Counselor's mailbox.
21. Blow dryers, curling irons, or other electrical small appliances may be used in the bathroom areas only. WARNING: using these in the dorm rooms will set off the fire alarm system.

22. If you have a question about a guideline, Please see a staff member to be sure you are given correct instruction
23. It is your responsibility to be on time and where you're scheduled to be.
24. If you have a problem, see a Counselor or Guest Support Staff. Friendly reminder, we are here to assist you. In efforts to maintain a timely schedule please put a note in Staff box for non-emergencies
25. You are to bathe daily and meet acceptable hygiene requirements.
26. Body piercings jewelry is allowed only for pierced ears. All others are not allowed (navel, nose rings, etc).
27. Changing your room or bed assignment is not permitted
28. Perfumes, body sprays or hand sanitizers are not permitted in your room or in your possession due to alcohol content.
29. Planning ahead is a wise action that helps to prevent emergencies/crisis situations.



## **GOD'S PLAN OF SALVATION**

### **GOD LOVES YOU**

"For God so loved the world that He gave His only begotten Son, that whoever believes in Him shall not perish, but have eternal life." (John 3:16) "But God demonstrates His own love toward us, in that while we were yet sinners, Christ died for us." (Rom. 5:8)

### **ALL ARE SINNERS**

"For all have sinned and fall short of the glory of God." (Rom. 3:23) "As it is written, there is none righteous, not even one." (Rom. 3:10)

### **GOD'S REMEDY FOR SIN**

"For the wages of sin is death, but the free gift of God is eternal life in Christ Jesus our Lord." (Romans 6:23) "But as many as received Him, to them He gave the right to become children of God, even to those who believe in His name." (John 1:12) "For I delivered to you as of first importance what I also received, that Christ died for our sins according to the Scriptures, and that He was buried, and that He was raised on the third day according to the Scriptures." (1 Cor. 15:3-4)

### **ALL MAY BE SAVED NOW**

"Behold, I stand at the door and knock; if anyone hears My voice and opens the door, I will come in to him and will dine with him, and he with Me." (Revelation 3:20a) "For, 'whoever will call on the name of the Lord will be saved.'" (Romans 10:13)

### **REPENTANCE**

"I considered my ways, and turned my feet to Your testimonies. I hastened and did not delay to keep your commandments." (Psa. 119:59-60)

### **MY DECISION TO RECEIVE CHRIST AS MY SAVIOR**

*Confessing to God that I am a sinner, and believing that the Lord Jesus Christ died for my sins on the cross and was raised from the dead for my forgiveness, I now receive and confess Him as my personal Savior.*

***Please talk with a staff member about spiritual questions you may have.***