



Miracle Hill Guest Handbook

Overcomer Center

1916 North Pleasantburg Drive
Greenville SC 29609
(864) 631-0088

Miracle Hill Ministries

PO Box 2546
Greenville SC 29602
www.miraclehill.org

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

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WELCOME FROM THE DIRECTOR OF RECOVERY MINISTRIES

Welcome to the Overcomer Center and the first step in a life changing process that you started by walking through the door, stating your commitment to surrender your life to God, and asking to be made the new creation that only the Lord produces. You can see that we are blessed to have a wonderful facility and grounds that can create a sense of safety and serenity that allows you to focus on your desire to have a strong relationship with God and healthy relationship with others.

The Overcomer Center has been developed by men and women who love God and believe in Miracle Hill. Our goal is to create an environment that will allow you to feel wanted, loved, and secure while you restore your sense of self-worth and grow in a relationship with Christ. This program is based on recovery principles that are both Biblical and sound, and will help you understand that you never have to use chemicals or live the old lifestyle again.

Please take time to read this handbook completely, ask questions if you do not understand any of the information that is provided for you. Remember, we are a community that must have a common purpose if we are to be successful in our goal of living the life that God has created for us. You are worth the effort that it will take over the next seven months. Be patient, this is a process, with God's love and the guidance of a caring staff, the time here will be both life changing and enjoyable.

I want you to stop by my office and allow me to get to know each of you. I am thankful that you are allowing our staff to be part of your life.

May God grant you success,

Tim Brown

Timothy L. Brown

Director

ABOUT THE OVERCOMER CENTER

As a ministry center of Miracle Hill Ministries, Inc., the Overcomer Center is a part of a total ministry solution for meeting the needs of men, women and children throughout the Upstate. The other major ministry centers include Miracle Hill Children's Home, Miracle Hill Greenville Rescue Mission, Miracle Hill Boys' Shelter, Miracle Hill Shepherd's Gate, Miracle Hill Renewal Center, Miracle Hill Relief Ministry, Miracle Hill Thrift Operations, Miracle Hill Rescue Mission---Cherokee County (located in Gaffney), and Miracle Hill Rescue Mission---Spartanburg. Each ministry center shares a common mission: ***"Miracle Hill Ministries exists that homeless children and adults receive food and shelter with compassion, hear the Good News of Jesus Christ and work towards healthy relationships and stability"***. We are fully committed to that task.

Miracle Hill Overcomer Center, houses the seven month Overcomers Christian recovery program offered by Miracle Hill Ministries, Inc. It is a residential program, which uses a Christian adaptation of the 12 steps, and incorporates aspects of many different models of addiction recovery.

Our goal is to provide a Christian environment, one that promotes spiritual, emotional, and physical healing while developing the ability to live a drug and alcohol free life based on biblical principles.

Mailing Address: **Overcomer Center**
1916 Pleasantburg Dr.
Greenville, SC 29609
www.miraclehill.org

Phone Numbers: **(864) 631-0088 Office**
(864) 244-1319 Fax

Guest Rights

Each individual guest residing in a Miracle Hill 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 one's own possessions
- Have his/her opinions 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
- Respect of body and person
- Freedom from physical, mental, emotional or sexual abuse and freedom from inhumane 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 or service and leave the facility

Program Opportunities Overview

OVERCOMERS: The Overcomer Program is a Christ-centered, Christian-based 28 week, in-house drug and alcohol recovery program which uses a 12 Step method. It was founded in 1991 for the express purpose of providing a Christian program of recovery for addicted men who truly desire to change. Its purpose is to allow men to step out of the mainstream of life and focus on their recovery through their relationship to God, themselves, and others. Through this process God reshapes men's lives by means of practical experiences, classroom activities, group sessions, and task assignments. A caring, competent staff shepherds the men through the Program, conducting classes, one-on-one counseling, and group sessions. Transitional housing and mentors from local churches are a valuable part of the process of assisting in the graduate's transition back into the community. Miracle Hill currently has Transitional houses, specifically designated for the Overcomers Program, that are available to assist graduates to complete the recovery process in a safe and supportive environment. We strongly recommend that you consider six months of transition to develop practical application of the Spiritual and recovery principles you will learn in the program.

Overcomer Admission Requirements:

- Be a male at least 18 years of age desiring admission of their own accord; admits their addiction problem; is seeking help for their problem; willing to participate in a Christian recovery program; and commits to life change.
- Be detoxified and **able to pass a drug screen and breathalyzer upon arrival** at the Overcomer center.
- Be willing and able to stay a minimum of 28 uninterrupted weeks in residence (while unemployed) and then to follow a six month aftercare plan. Candidates with probation, child support, or other legal issues are required, prior to admission, to provide a written statement of release from the all financial obligations from appropriate parties until the program is completed.
- Be physically able to function in a recovery program that requires him to perform daily task assignments such as housekeeping, kitchen, office, or landscape work. A physical disability does not preclude admission; however, we do not have staff or facilities to care for men needing skilled or semi-skilled medical care.
- Be mentally stable and capable of functioning in a therapeutic community environment with classroom and group activities. If the guest does not have a high school diploma or GED certificate, he will be required to attend GED classes.
- Receive approval for all medications that you bring into the facility.
- Agree to abide by the guidelines and cooperate totally in the program. Individuals accepted into the program are required to attend all scheduled activities, be on time, follow all Program guidelines, perform task assignments, attend required classes, and be responsible to staff.

Spiritual Growth Opportunities

Several opportunities to grow spiritually are available in addition to the mandatory chapel services, and the curriculum set forth in the program. 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 recovery 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 has a library of Christian books for study and pleasure. Individual staff members can suggest books or topics for particular guests and situations.

Miracle Hill Religious Policy

Miracle Hill Ministries acknowledges the right of each individual to believe in and seek a relationship with God as he or she understands Him. However, as a distinctively Christian Ministry we do not allow the public use, study, or distribution of other Faith's religious teachings while residing in our Adult Ministry Facilities. Similarly, we do not permit the public practice of other faiths, distinctive dress, special observances, or religious holy days.

Counseling Opportunities

A Counselor/Case Manager is assigned to each guest when they enter the program. Counselors will meet with their new guest within 24 hours of assignment and at least once every week throughout the program. 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 it is 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.

Educational/Vocational Opportunities

GED: Overcomer guests who have not completed high school will need to attend GED classes. This is a valuable part of your stay at the Overcomer Center and many Overcomers have obtained their GED prior to graduation.

- GED classes will begin once you enter Level 1 and continue weekly until program completion. They are held every Tuesday at United Ministries from 9-11:30am (levels 2 & 4) and 1-3:30pm (levels 1 & 3).
- Tutors and study materials are available through United Ministries.

Worldwide Interactive Network (WIN) Assessment: is a workforce education and development tool comprised of three proctored assessments Applied Mathematics, Reading for Information, and Locating Information leading to a work ready credential. Guests without a college diploma or not already WIN credentialed will need to take these assessments beginning in Level 3.1 (completed by 3.6) on Monday afternoons 1-3:30pm at United Ministries.

Library: The library is provided for your personal and spiritual growth. The library has both reference materials and spiritual growth/help books. Although the reference materials need to stay in the library for community use, spiritual help books can be checked out for personal study and reading.

Computer Lab: The computer lab is available to Overcomer guests enrolled in GED and/or Work Keys to assist with these programs. The lab is also for men in Level 4 lab to develop resumes, search for employment, and accomplish Level 4 assignments.

Personal Finances: Overcomers has a team of volunteers to help you with financial matters to include stewardship, budgeting, credit repair, debt and savings. Finance classes are conducted every six weeks for men in Level 4. Some financial counseling is also provided by United Ministries. All training is to help prepare you for transition and beyond.

United Ministries: United Ministries partners with Miracle Hill Overcomers to help men with employment assistance and financial education. The goal is to help each individual to obtain quality employment and work towards the goal of financial stability. This is accomplished through United Ministries' classes followed by individual employment counseling.

Vocational Rehab: Vocational Rehab partners with the Overcomers to provide counseling, guidance and vocational assessment, to help our guests identify their abilities, develop skills, in order to obtain successful employment. This includes working with men with disabilities who need pre-employment services to become career ready. Vocational Rehab usually visits the OC weekly to work with men in Level 4 in preparation for transition.

ADSAP: Men requiring Alcohol Drug Safety Action Program (ADSAP) may sign up at the end of level 2 so that they can begin classes in level 3. ADSAP classes are offered at the Phoenix Center and done during the evenings. Please get with your counselor for help to start ADSAP. For men who do not have the resources to pay for classes, the ADSAP department has allowed men to perform community services on weekends at the Miracle Hill Thrift Stores.

Program Overview

THE CURRICULUM: Each guest must complete a four week pre-program as well as the four program levels (a minimum of six weeks each level). Counselors will determine your progress based on completion of assignments and specific needs. The program uses many different materials and means of presentation to promote a new way of living.

PRE-PROGRAM: Pre-program is the initial phase a guest enters when he makes the life altering decision to become an Overcomer. Pre-program is designed to help new guests become acclimated to life at the Overcomer Center. Within the first 72 hours a new guest will receive his task assignment and begin attending classes and chapel services.

LEVEL 1: SPIRITUAL FOUNDATIONS (STEPS 1, 2 & 3): This first phase is intended to emphasize the need for a personal relationship with Christ as the central focus of a healthy recovery. OC guests will begin to establish a personal plan outlining their short-term goals for recovery.

LEVEL 2: INNER HEALING (STEPS 4,5 & 6): Guests begin to look inwardly, identifying and processing destructive thought patterns and areas of personal hurt that have contributed to their addiction. Processing inward issues are done with your counselor to promote healing.

LEVEL 3: PLANNING FOR HEALTHY LIVING & RELATIONSHIP (STEPS 7,8 & 9): Guests are encouraged to ask God to change negative character traits and behavior; begin to focus on making peace with others; making amends/restitution as needed; and developing and finalizing an staff approved transition plan for after the program.

LEVEL 4: PREVENTION AND PLANNING (STEPS 10, 11 & 12): Guests continue to develop an aftercare plan. They will receive training and support on life skills such as resume writing, job preparation, practical budgeting, and relapse prevention. They will continue to put into practice all tools that apply to their individual recovery plan.

TRANSITIONAL HOUSING: The Overcomers program continues with Transitional Housing. No matter where you go after leaving the Overcomer Center you are going to transition somewhere. We believe that transitional housing, in some form, is a necessary part of the recovery process.

Transitional housing opportunities are available through Miracle Hill, and other ministries. *Day labor and 3rd shift jobs are not permitted at the Overcomer Transitional Housing. Part-time jobs are permitted if approved by Overcomer staff.* **Guests are not allowed to work for businesses whose primary income is from alcohol.**

Ministry Trainee Program (MTP): is a six month, residential, Christ-centered program that provides guidance and skill development for men or women who have successfully benefited from an extended stay in one of our shelters or have graduated from one of our Recovery Programs. Each has felt God's leading to explore a potential career path in the non-profit or homelessness/recovery ministry fields. MTP focuses on developing the individual through hands-on supervisory ministry experiences in a structured supportive environment; learning through classes and reading; and preparing to exit MTP with increased skills and opportunities. Trainees are given the opportunity to nurture a healthy relationship with Jesus Christ while learning the people, operational, and leadership skills necessary to thrive in the world of non-profit Christian Ministry. The MTP may or may not be a gateway of opportunity for Miracle Hill employment after Program completion. There are no guarantees, either stated or implied of Miracle Hill employment connected with the MTP. The Miracle Hill policy regarding hiring those in our facilities is this. A MT cannot become an employee of Miracle Hill unless:

- A. The guest has been out of care of a MHM facility for six months
- B. The guest receives a unanimous vote of acceptance from the Senior Leadership Team
- C. The guest is a graduate in good standing of the Ministry Trainee Program

Process for Application: If you are in Level 3 and desire to apply for the MT program, obtain an MT Handbook from your counselor. Complete the one page application along with a letter addressed to the Vice President, Adult Ministries stating why you wish to become an MT. The Overcomer Staff will meet with you prior to you completing Level 3 to assess your desires and make a recommendation of approval. MTs will have a one month probationary period once they begin the program.

Minimum Time Commitment: The MTP program is a six month commitment unless otherwise approved by staff beforehand. Staff may consider an additional six months if the MT is in good standing and the needs are available.

Guest Discipline

One of the goals of the Overcomers program is to help each guest understand the importance of discipline and structure in his life. Discipline is important for recovery and a goal for every Christian (Proverbs 6:23; 12:1; 1 Corinthians 9:21). Discipline is both punitive and corrective, but always with the goal of restoration. Adherence to the handbook guidelines assists both the individual and the community for the safety and well-being of all.

Violations of facility, program and/or schedule guidelines will result in disciplinary action. Disciplinary action will be determined on a case by case basis with consideration given to 1) the nature and severity of the violation, 2) the history of previous violations, 3) the general level of progress the guest is making toward his goals and case plan, and 4) the guest's attitude, desire, and willingness to change (which includes accepting and taking responsibility for their actions).

Demerits: Smaller violations can result in a "Demerit", which is both a verbal & written warning; the written portion is posted in the guest's file. RA's, MTs, or staff members may issue a demerit and are to provide a written copy to the guest to be completed, signed, and returned to the person issuing within 24 hours (even if there is an issue with the demerit, and you discuss with your counselor, it still is due back to the person within 24 hours). **Failure to return the demerit form will result in a write-up.** It is important that a guest complete the demerit form with thought and careful consideration. Written and verbal response(s) to being given a demerit are just as important as the corrective action that is to be made. Examples of a demerit are unmade bed, shirt untucked; failure to bring Bible to Chapel, late to chapel. A guest receiving a demerit will be required to complete a task during Saturday morning demerit work-off. There is one hour of work for each demerit received. Three demerits received for the same offense in 30 days will result in a write-up. Counselors may also require an assignment to bring about corrective action.

Write-ups: More serious violations may result in a write-up. This is a written warning which will indicate the violation and witnesses to the violation. A write-up can be written by anyone in the community if they see a serious violation. Write-ups will be given to an RA, MT, or staff member who will make copies for the staff to review. A copy of will also be

placed in the guest's case notes. These violations will either be handled by the guest's counselor or a group of at least 3 staff members. In the case of serious violations, the guest may be asked to leave. At any time in the disciplinary process, staff may impose restrictions or deny privileges as deemed appropriate for the guest's best interest as well as the community. In the case of a serious violation or three violations in a 30 day period, at least 3 members of the staff will meet with the person to determine punitive and corrective actions.

Immediate Dismissal Violations: the use or possession of alcohol/drugs (including nicotine and kratom), fighting, stealing, threatening, possession of or concealing a weapon, using racial slurs, sexual misconduct of any kind, the possession of pornography and/or sexually explicit materials, violating confidentiality, and disrespect to a volunteer or staff members. **TOBACCO:** Tobacco use in any form including smoking, chewing, dipping, etc. is prohibited. Tobacco may not be used in any form to include nicotine patches or gum.

Sample offenses generally resulting in a demerit

- Late to class, job assignment, counseling session, or activity
- Failure to pass clean room inspection
- Failure to complete homework
- Failure to satisfactorily complete job assignment

Sample offenses generally resulting in a write-up

- Three demerits (during a one month period)
- Verbal fighting or arguing with another resident, staff member, or volunteer. This includes being belligerent, rude, or disrespectful.
- Lying to staff members or MTs
- Entering another person's room
- Gossip, cursing, dirty jokes
- Having or eating food anywhere other than the allowed locations
- Not attending class, church or any scheduled activity
- Being disruptive to the program in attitude or action
- Gossip, cursing, or dirty jokes
- Failure to show up for counseling or medication times

It is our desire to provide a positive atmosphere for your inner wellbeing and spiritual growth. This is your program and as such you should report rule infractions to staff in accordance with the "Peer Accountability and Conflict Resolution" guidelines contained in this handbook. It is your responsibility to learn and understand Overcomer guidelines and schedules, to participate actively and to be on time for activities. Since accountability is the key to healthy recovery, you will be accountable to staff and staff designees at all times. It is also your responsibility to read and follow the posted rules and guidelines and written instructions on all forms used by the Program staff---such as Pass requests, Special Permission Slips, etc. We understand that through life experience many individuals have retained unhealthy relationships. Severing some of those relationships is necessary for recovery and growth; therefore, we require that each guest refrain from any gang activity to include: signs, colors, language, or discussion while under the care of MHM.

Guests have many options to voice concerns: through staff, community meetings, task meetings, Guest Satisfaction Surveys, Suggestion Box, etc. Items demanding immediate attention should be brought to staff as soon as possible. Please do not assume that staff is already aware of your concerns or suggestions. A suggestion box is available (black box upstairs by stairwell) and is checked monthly and discussed among the staff.

Program Guidelines

Please read in entirety and keep your handbook on you at all times for the first thirty days.

Staff members are employees of Miracle Hill. Resident Assistants and Ministry Trainees assist staff but are not staff members.

ACCOUNTABILITY: Levels 3 & 4 do not require accountability when leaving the building for appointments. Pre-Program through Level 2 must have accountability when leaving the building; when on work tasks in front or sides of the building or outside the wall area. Drivers must have staff assigned accountability with them when driving.

APPOINTMENTS AND ATTENDANCE:

Be on time! Please be 5 minutes early to **all events**. Roll call/pray-in is scheduled 5 minutes early prior to the meal and other events (chapel). Please be standing in the blue room (for meals) or sitting in the chapel ceased from recreational activities and ready for roll call. For roll call say "present" or "here" loud enough for the person taking roll call to hear you. Pray-in is required for everyone to include kitchen crew.

Schedule any appointment when it does not conflict with class unless a Staff member has approved an exception. Once dropped off at your appointment location, never leave that location. Please do not to "strike up" conversations/relationships, obtain phone numbers, or pass notes, etc. with anyone at appointments. Missing 3 or more classes in a week for appointments may result in being held back for one week in your current level (exceptions are mental health, GED/Work Keys classes, legal meetings).

ATTITUDE AND BEHAVIOR: In every relationship (between guests, staff, volunteers, visitors, etc.), it is important to practice what is commonly called the Golden Rule stated in Matthew 7:12 "In everything, therefore, treat people the same way you want them to treat you." Jesus said it, and it still works today. Principles of Biblical peacemaking should be applied to any conflicts which arise. It may become necessary to terminate a guest's stay if his attitude or behavior is continually and consistently out of line with the spirit of the program or unwillingness to practice peacemaking.

BEDs & BED REST:

Bed Assignments: Guests are assigned a bed (bed number) when they enter the program. Bed changes can only be made with staff approval and that is usually done through a bed change signup list. Bed change signup is usually posted twice a month for guests to request a bed change (although a request cannot be guaranteed). The following rules apply to bed changes:

- One change between levels PP & 2
- One change between levels 3 & 4
- Priority to bed changes goes to health issues then seniority
- Staff may allow changes if determined necessary

Morning Wakeup: Wakeup will be given at 5:30am and you have you have two minutes (5:32) to get up (standing up by your bed) with the lights on. You may get up after 4:30am (not before) but please respect other guests sleeping. You may be in your room, bathroom, library, or chapel only. Guest are not allowed to lie down between 5:30am and 5:30pm unless on bed rest.

Bed Rest: Bed Rest is for those sick and authorized by staff members only. If a staff member is not available, an MT may call a staff member for permission. Bed rest is given for a period of 24 hours (If you go on bed rest at 9:00am on Monday, you remain on bed rest until 9:00am Tuesday). During this period you must stay in bed, may not make phone calls, exercise or attend any events. While on bed rest, guest may go to the dining room for their meal 30 minutes after pray-in. You must return to your bed immediately after eating.

If you have to go to the emergency room, you are automatically put on bed rest for 24 hours when you return.

Please do not wake another guest up during the night – even if they are snoring.

If you are having issues with one of your roommates, get with your counselor to discuss the issue.

BUILDING:

We are blessed by the Lord to have this large beautiful building. Please treat it with respect and care since this your home as well as all in the program. One way you can help is by not leaning on walls, keeping feet off furniture, and keeping your areas neat and clean. We have volunteers, visitors, and tour groups that occasionally come through

building and many of them are donors that help pay for building upkeep.

Closets: Please do not go in any of the closets without permission from an MT or Staff. This includes the chemical, supply, or kitchen closets as well as the basement, Food Pantries, and the utility shed outside. The MT will designate someone to obtain chemicals from the chemical closet.

Elevator: Only use the elevator when assigned to do so.

Exits: Please exit the rear of the building through the blue room doors unless staff or MT otherwise approve (or as part of assigned task). Exit the front through the main entrance door unless otherwise approved (during fire alarms other exits may be used) or accompanied by a staff member.

Hallways: Guests should not loiter in hallways, **front desk reception area**, staff office hallway or canteen.

Restrooms: All restrooms are available to you except the staff restrooms located in the hallway to the left of the front main entrance. Please refrain from using the restroom facilities while being cleaned to allow the house crew to accomplish their cleaning tasks. Note: the closest restroom to the dining room becomes the women's restroom on the weekends when visitors are present and also during family visitation.

Stairwells: All stairwells are available for your use except for the ones by the weight room and bread room.

Thermostats: We ask that you please do not touch the thermostats, switches, or AC/Heating units in any room because they not only control your room but also affect a zone of rooms around you. If you are having issues with the heat or A/C in your room, let a staff member know and we will try to resolve the problem as soon as possible.

Windows: Please leave windows shut and locked in the building for your safety and for heating and cooling purposes.

CANTEEN: We are pleased to offer canteen privileges at Overcomers. The canteen offers a variety of snacks, drinks, and other items and is normally opened after evening chapels (closed by 9pm). Since all money is taken at the beginning of the program, use of the canteen is a cashless exchange. Money can be placed on your canteen account after bus ticket and program fees have been satisfied. The canteen notebook book is used to maintain the balance of debits and credits to your canteen account. We ask that you please limit yourself to one visit after it opened. Food and drinks are only be consumed in the dining room and never put in your locker.

CHAPEL: Overcomers is blessed to have many different speakers come and conduct chapel services. They are volunteers who give of their time both in study and presentation of chapel messages. Out of respect to our speakers and for you spiritual growth:

- Be on time and in attendance at all chapel services with your Bible and a notebook for chapel notes
- In preparation, come in quietly, sit front to back, and use this time without talking to reflect and pray for God to speak to you through the chapel speaker
- Please be respectful of those sitting around you who are trying to listen; so, do not bring food or drink or eat candy or chew gum in chapel
- Leave during chapel services only if it is an extreme emergency as this distracts the speaker and others listening
- If you feel sleepy quietly move to the rear of the chapel and stand while still attentively listening and taking notes
- Speakers come from many different churches and may say something that you disagree with. Please do not argue with a speaker but respectfully talk to them after their service.
- Always remember that the message could make a difference in your or someone's life!

CHURCH: Church is a critical part of long term recovery because it is a place for spiritual growth and building connection with good relationships. Everyone attends Rocky Creek starting in PP to the end of Level 2.3. That includes Rocky Creek Sunday evening dinners (usually on the 3rd Sunday of the month) except for those men who attend their home church.

Selecting a Home Church. You can begin visiting other churches in Greenville beginning in Level 2.4. The goal is to prayerfully selecting a church home that you will attend after completing the program. Your counselor and/or the level 3 counselor can help you with selecting a church. We ask that you visit at least 3 different churches during a Sunday morning worship service but you can attend any church on Sunday or Wednesday evenings too. A church needs to be selected by week 4 of Level 3. This will be the church you attend during the remainder of the program and during transition. Overcomers are not allowed to attend other churches once they have selected a church because we want you to begin developing relationships and getting involved in your church family. If your church has other events during the week, you may attend as long as your counselor approves and they do not conflict with other Overcomer events (i.e. CR, choir practice, etc.). Use the green pass (good for up to 4 hours) to request permission to attend church. Please ensure you take your Bible and notebook to church services (not a New Testament).

Church Behavior: When attending church, please show respect and consideration for others just as you would at the OCC. Be respectful of speakers and guests to include not distracting by getting up during the service to go to the bathroom (do this before and/or after the service PP, L1 & 2 with accountability). Please keep conversations with females brief and don't pass notes, sitting with or hug them. Sit together in groups of at least 6 during services/classes (not in the balcony). Family members attending Rocky Creek may sit with the Overcomer (levels 2 and above only) as long as they are sitting with a group of Overcomers and not alone. However, this is not to be turned into a visit with "in depth conversation" but just a time to say hello (visits are reserved for Saturdays between 1-5pm). Please tell church members you cannot go out to eat if asked (except L4 men who have an approved mentor pass). RAs/MTs can bring back donated food from church for the community. If you bring back reading materials from any church, show them to your counselor for approval. Dress for church is covered under dress code.

CLASS BEHAVIOR: Guests are expected to come to class on time ready to learn. So start each class with a silent prayer to yourself asking God for wisdom. Be respectful to the teacher and those around you. This means sitting up straight in your chair, no talking, listening and taking notes. Always bring your Bible, notebook, and pen to class. If you get sleepy, move to the back of the room while still taking notes. Please ask questions related to the topic being discussed and do not dominate discussions. As with chapel, do not bring gum, food or drink (other than water in a clear bottle) to class. Remember why you are here - to change your life!

CLOTHING AND PERSONAL ITEMS: New guests are welcomed to obtain clothing as needed from the clothing room. Additional clothing or clothing exchanges may be requested by a White Pass Request form with approval by your counselor. After you have received your initial clothing while in Pre-program, you may submit a White Request form for exchanges or additional clothing **once a month** (unless your counselor approves otherwise). If your size is not available, please let your counselor know so that they can try to obtain through other Miracle Hill sources. Clothing other personal items is to be stored in your locker. Bank and EBT cards are to be turned in to staff for safe keeping in the safe. Please do not use empty lockers (not assigned to you) for storage.

COMPUTER LAB: The computer lab is an awesome resource the Overcomers received through a grant. Please take care of computers and do not erase, install, or modify any programs or data. Computers can only be used for GED, Work Keys, level 4 assignments, job related searches, and church related searches. Accountability is not required for those in level 4. Computer lab policies are posted and should be followed at all times. Computer room is available from 8am to 9:30pm. Please no listening to music on the computers unless approved by a staff member. Misuse of the computers by looking at social media (Facebook), YouTube, or other unauthorized web searches may result in disqualification from the program.

EMAIL: EMAIL is a level 4 privilege only. Email can only be used for corresponding for employment, mentor, and church issues. It is not to be used to communicate with family, friends, or Overcomer graduates. Use this privilege with care to avoid its loss.

FACEBOOK: Facebook is never allowed to include while in computer lab, United Ministries, or during pass.

CONFIDENTIALITY: The utmost care is taken to preserve the confidentiality of our guests at the Overcomer Center. We do not give out information as to the residency status of guests, except in response to official law enforcement requests. All guest information is considered confidential and is shared only with other agencies and individuals with your consent (Application and Data form signed). We encourage men to discuss their life issues both with counselors and in the classroom. It is very important that whatever is discussed remain confidential. What is said in the classroom or group, stays in classroom or group. Violation of confidentiality may result in dismissal from the program. Due to confidentiality issues, those assigned the desk task do not give out any information about a guest. In the event of an emergency, a staff member will take the call and notify the guest personally.

DEVOTIONAL/QUIET TIME: Devotional time occurs right after morning chapel. The purpose of this time is for you to have quiet time between you and God making this a daily habit for the rest of your life. Please use this time for reading Scripture and praying (no journaling) at your desk (not on your bed). During this time, you can read either your Bible or a devotional book. Feel free to make notes or use your highlighter. Please be respectful of others and not use this time for talking to your roommate or cleaning your room. Briefly visit the restroom after chapel on your way back to your room for devotion time. An announcement will be made when devotional quiet time is over.

DEVOTIONS (in Chapel): Everyone will be given the opportunity to give a short devotional to the community. A Devotion List of guests responsible for devotions is posted on the upstairs bulletin board. Devotions should be kept simple and brief but at least 15 minutes. Do not preach, give your testimony, share long stories, or use the white board. Some guidelines to help with your devotions: Pick out a verse or passage of Scripture to explain. Present at least one main truth out of the passage and make application to daily life and/or recovery. You may add one or two cross reference verses to strengthen your main truth you are trying to explain. You may use a short illustration to help you explain the passage. After you have finished close in prayer. Remember your responsibility is to share the truth and let God do the work and get the glory. Don't forget that the library is available to help you with preparation.

DRESS CODE: Modesty and thoughtfulness to others are always important, therefore guests are required to be fully and appropriately dressed when outside of their rooms. Shirts must have sleeves, nothing with alcohol or drug emblems, inappropriate, or distasteful slogans, and shorts must be modest. No sleeveless or cutoff shirts may be worn at any time including the gym (and do not rollup sleeves to give the appearance of a sleeveless shirt). Shirts must be tucked in at all times outside of guest's room (even away from the OCC), as well as shoes must be tied with socks on. Please wear a belt at all times. Pajamas are never appropriate clothing outside of your room except after 8pm and can only be worn between your bedroom and the bathroom. No "sagging" pants. Hats or other head coverings and sunglasses may not be worn in the building. **Sandals** (open toe or open heel, e.g. Crocs), flip-flops, or house slippers are only allowed before 6a.m. and after 8p.m. to walk to/from the restroom. Sandals are not permitted anywhere except in your room or when going to and from the shower area.

Athletic wear outside is athletic shirt/shorts or sweatshirt/pants with sleeves (no sleeveless or cutoffs) with shorts or sweatpants. T-shirts do not have to be tucked while working out or while on outside tasks. You do not have to wear shorts or pants over athletic wear if you are going outside or to the gym to workout (or participate in sports activities). No **piercings** of any kind are allowed while staying at the facility. It is never appropriate to have things hanging out of your mouth such as toothpicks and sucker sticks.

Sunbathing (shirt off, wearing shorts) is only permitted for guests in the back of the building after 5:00 PM Monday through Saturday, and after 2p.m. on Sunday.

Church & Graduation Attire: Collared dress shirts, dress pants, belts, and dress shoes are church attire (coat and/or tie are optional except for Overcomers graduation – ties are required)

CR or AA/NA: Presentable jeans with collared shirts can be worn to these events but no hats

DRUG FREE ENVIRONMENT: The Overcomer Center is obviously a drug, alcohol, and nicotine free environment. Alcohol breath testing, urine drug screens, drug dog searches, and locker searches are conducted on a random ongoing basis. Guests may be tested at any time for drug, nicotine, or alcohol use. Failing (or refusing) a urine drug or alcohol breath test means immediate dismissal from the Overcomer Center.

DINING ROOM & FOOD: Meals and snacks are provided by the facility. Therefore we do not allow food to be ordered and sent to the facility. Families visiting may bring food and snacks (hard candy) to their Overcomer but food must be consumed prior to family leaving.

Food and snacks are allowed at designated times and consumed in the dining hall only. Meal times are covered under the schedule at the end of the handbook. The kitchen is closed at 7:10pm and dining room between 9:30pm (10:30 Fridays) and 6am except to get water from the fountain. Please do not remove food, utensils, plates, cups, etc. from the Kitchen/Dining Hall area. Be thoughtful of others when you are taking food and drinks in the dining facility to ensure there is enough for everyone. Please take only one serving (portion) of dessert.

If you are serving food, ensure that each Overcomer receives the same portion – favoritism will not be tolerated. Please be orderly and respectful of kitchen staff, kitchen volunteers, and other guests during meal times.

There may be times when guests have appointments that cause them to miss a meal. Guests may request a "late plate" for this reason. However you may not eat both a regular meal and a late plate.

Breaking in the meal lines is not tolerated (nor is breaking in line tolerated for any activity) nor eating in line. New guests arriving at the facility should be introduced at pray-in on their day of arrival and allowed to go to the front of the line with their mentor. Please use dining room cups during scheduled meal hours to avoid extra cleaning by the kitchen crew.

Kitchen crews and servers can eat early for the meal on their shift only.

Please take care of dining room furniture by not sitting on dining room tables.

You may also purchase food items from the Canteen. Be sure they are eaten in the dining room. **At no time are food, drinks, snacks, or food staple items (like sugar, salt, creamer, coffee, etc.) allowed in lockers. Only hard candy is**

allowed in lockers. Nor should you hide food anywhere in any area of the building. Energy drinks are not allowed. Please be sure to clean up after yourself once you have finished meals or snacks. With your help we can keep bugs and rodents under control!

Water bottles: Water bottles are allowed in the facility as long as they are clear and only contain water.

FAMILY COMMUNICATIONS: Family Communications is one of the most important events at Overcomers. The purpose of FC is to help the Overcomer and the family to begin rebuilding communications in a safe and controlled environment. Family communications is open to those in levels 2 and above. Normally only immediate family members ages 16 or older are allowed to participate. Staff may approve of non-family members (16 years and older) to attend. FC is held on a Saturday morning from 8:00-11:30 with a light breakfast for everyone starting at 7:30. After Family Communications, Overcomers are allowed to leave the facility with their families for lunch for 2 hours. If your family attended FCs and you are in L2 or above, you are allowed to use your authorized 2 hour pass with your family (this is in addition to the 2 hours given for lunch) for a total of 4 hours. After returning from lunch you may enjoy visitation with your family until 5:00pm. **No passes will be authorized for anyone whose family did not attend family communications.**

GAMBLING: There will be no gambling (including State lottery games or card playing).

GRIEVANCE PROCEDURE: If you are in conflict with a staff member or if you think that you have been treated unfairly, there is a prescribed procedure to follow in resolving the conflict: 1) Go to that staff member and talk over the problem with him. If the problem does not get resolved, then, 2) take the problem to the Overcomer Director who will usually mediate a meeting between you and the staff member involved. 3) If you still feel the issue is not being fairly resolved you may ask the Overcomer Director to arrange a meeting with the Adult Ministries Vice President, who has the final word.

HOUSEKEEPING: Keeping your temporary home here in a clean, neat, and orderly condition is good for you and those around you. Therefore, all guests are responsible for keeping their living area and common areas of the OCC clean and neat at all times. Place all trash in proper containers. Rooms and halls will be cleaned thoroughly each day. Guests' rooms should be cleaned and ready for inspection everyday by 6:55am. They should remain straight until 5pm. Beds are to be tight and presentable any time you leave your room, and this includes sheets and mattress pad cover. Do not store sheets from week to week (i.e. in your locker).

HYGIENE: Guests are expected to practice good hygiene - take showers, brush teeth, and use deodorant daily. Be sure to clip finger and toenails periodically. Please clean up after yourself (i.e. keeping sinks, showers, commodes clean) when using bathroom facilities. Guest will also be responsible for washing clothes weekly and are to wear clean clothes. Never store dirty clothes in your locker but place in your laundry bag. Personal hygiene items will be given to any guest as needed (white Request Form). These items at the Overcomers Center are subject to availability

INJURIES & PERSONAL SAFETY: Your personal safety is of chief concern. If at any point you discover that your personal safety is being jeopardized notify staff immediately. There will always be a staff person and a staff designee on call to respond to emergencies. Never undertake any activity (task related, recreational, and confrontational, etc.) that may compromise your personal safety. Point out all safety concerns to staff as soon as you discover them. Any accident, injury, or potentially hazardous condition must be reported to a staff member immediately. An injury report must be filled out within 24 hours of the injury.

JOB SEARCH OPPORTUNITIES: Employment search begins the last 3 weeks of level 4. Counselors regularly receive information from employers seeking to hire guests, and this information will be passed to you. Remember to network with your new church family as they may have job leads within the church body. We do not allow 2nd or 3rd shift jobs or jobs at restaurants that serve alcohol. You must be employed to leave Overcomers. If you complete the program but are not employed you are to stay in the OCC until employment is obtained.

JOURNALING: All guests are expected to journal everyday starting in pre-program because it is an important part of recovery. Guests are provided pen and notebooks to maintain journals. Your counselor will discuss how to journal with you sometime during your first or second visit. In addition, read "How to Journal" sheet in your preprogram packet. The minimum is one page of journaling in your notebook each day.

LANGUAGE AND HORSEPLAY: We strive for everyone to have an environment conducive for recovery and Discipleship. Cursing, profane language, dirty jokes, and “war stories” are not permitted and should be replaced with thankfulness, gratefulness, generosity, encouragement and testimonies (of what Christ and others have done for you). Please treat everyone with respect therefore no gossiping, maligning, slander or judging one another. Racial slurs are never permitted and will result in immediate dismissal. Keep your griping and complaining to yourself so that disease does not affect the community. Please refrain from using secular slang; singing secular (non-Christian) songs; and speaking inappropriate vocabulary (*Ephesians 4:29*). Please no horseplay at Overcomers to ensure everyone’s safety.

LAUNDRY: Guests must do their personal laundry at least once a week. Laundry detergent for at least one load per week is provided and additional detergent can be requested. Laundry may be done during free time (not task or class time). Early morning kitchen crew is allowed to do laundry during non-class time. **Do not Start Wash Loads after 8:00 p.m.** Guests are responsible to sign in and stay with their laundry while it is being done. They will empty machines promptly when it is finished and sign out of the laundry room. This means you must plan accordingly – for example clothes must be out of the laundry before going to chapel – do not start if you cannot be done before chapel. Only use one washer and one dryer at a time. **8a.m.-9:30p.m. M-F, 9a.m.-9:30p.m Sat. and Sun.** Please do not add additional water to machines. You may wait in the kitchen dining hall to work on assignments while your wash is being done. If a washer or dryer is not functional, please let staff know so that maintenance can be performed promptly. Bed sheets and blankets will be collected and washed as a group and not individually. Schedule for collection/washing is as follows: Upstairs – sheets on Monday and blankets on Wednesday. Downstairs – sheets on Tuesday and blankets on Thursday. When sheets are stripped for laundry, neatly fold your blanket and place at the foot of your bed. When blankets are being laundered, make your bed with sheets. If a bed becomes empty in your room, guests in that room are responsible for taking the empty bed linens to the laundry (do not remake the bed).

LIBRARY: The Overcomer library is a place to read and study so please, no eating, drinking, or loud conversations. Level 4 guests with CD players will use headphones when listening audio media. Staff pre-approves literature for the library. Please do not remove books or audios from the Library (refer to Reading Material concerning checking out books). Books may be read in the library or on the back porch, but please leave them for others to enjoy as well.

MAIL: U.S. Mail is sorted and passed out by the staff daily. Mail should be sent to Overcomer Center Attn. (Guest’s Name), 1916 North Pleasantburg Dr., Greenville, SC, 29609. No mail is allowed to be sent to or received from girlfriends. Communication is with immediate family members or others who have been approved by your counselor (only legal not common law marriages are approved). When you leave the Overcomer Center, please notify friends, family, and businesses of your new address. **The U.S. Postal Service will not forward mail from any institution through a change of address card, and all mail received after your departure will be stamped return to sender.**

MEDICAL CARE:

Primary Care: Services such as medical, dental and optometric care are obtained through a variety of volunteer partners. Primary medical care is provided by New Horizons at the OCC at least twice per month. Guests L1 and above may sign up for NH prior to their visit. This visit may include eye examinations and emergency dental.

Mental Health Care: Mental Health services are available through Greenville Mental Health and the Veterans Administration for veterans. A GMH case worker visits the OCC at least 2 times a month. GMH services are provided through the recommendation of your counselor.

Payment for Services: Most of these services are free or on a sliding scale if you have insurance. Failure to disclose income and insurance is against the law, and this takes services away from those in need. All medical bills are the responsibility of the guest to pay.

Medical Leave: Program Guests who have or develop a medical condition that hinders their total participation may be given a medical leave from the program until after their medical condition is resolved.

Medical Appointments/EMS: Appointments must be turned in or scheduled through the appropriate staff member at least 48 business hours (by 7 a.m.) in advance. If you need to go to the emergency room an ambulance will be called. Once 911 is contacted for any reason, guests will be instructed where to go. You are responsible for any transportation costs that might be incurred by calling EMS.

MEDICATION: The OCC is not a medical facility and has no budget for medication. Guests in need of medications not provided through New Horizons are responsible for all expenses. Guest medications are picked up from New Horizons

by staff in the afternoons. Guests who pick up medications after a visit are not to open them until they have been turned in to the staff. Narcotic medications are NOT permitted. Medications are kept locked in mission control. Medications are made available daily during medication call usually between 4:30 and 5pm. Only a daily and/or weekend supply of medications is allowed on a person or in their locker. Medications **must** be taken in accordance with Doctor's instructions. Random counts of medications are conducted periodically to ensure meds are being taken properly. Guests are not allowed to have any kind of medications, either prescription or over-the-counter, in their locker or possession other than what was issued during med call. Mouthwash, cold remedies, cologne, aftershave, caffeine pills, or cough syrup containing alcohol are not permitted. Guests are allowed to take vitamins in accordance with directions on the container. Vitamins are kept in the medication cabinet and provided during med calls.

MENTORS: The purpose of the mentor program is to provide each guest with a vital spiritual relationship/accountability that supports recovery and spiritual growth in his life. Mentors are a critical part of the guest's recovery and transition plan when leaving the OCC. A mentor will be assigned for each guest during level 3 after a home church has been selected. Mentors are assigned by the OCC mentor coordinator. For those men who are returning home or going to locations other than transition housing, the counselor & OCC mentor coordinator will work together with the guest to establish a mentor from the church he will be attending. The goal is to assign a mentor from the guest's home church, but if no mentor is available, one will be identified from other sources. Once a mentor has been identified, the guest, mentor, and OCC Mentor Coordinator will meet together and review and sign the mentor covenant agreement. At that point, the mentor and mentee (guest) will begin meeting on a weekly basis to get to know each other and build a level of trust and confidentiality. A gray pass will be used for mentor appointments and is good for up to 2 hours. Mentor passes cannot conflict with other OC events such as class, chapel, CR, etc. but may be used during meals or regular tasks assignments. It can also be used in conjunction with a green church pass if the mentor has established that appointment ahead of time.

MIRACLE HILL MINISTRIES PROPERTY: All property at the OCC or other ministry locations is property of Miracle Hill Ministries, Inc. Therefore, guests are not to borrow, barter, trade, or sell any property. No merchandise should ever be taken from any of the above places (i.e. the warehouse) for any reason without Overcomer staff approval. Under no circumstances shall: 1) any guest take items from a truck, other vehicle, or any of the above places. Guests working at the warehouse will never bring anything back from the warehouse without the permission of the Overcomers Director. 2) item(s) being brought back to the facility, that were given directly to a guest, must be given to a staff member immediately upon return. Clothing items sent over by the warehouse for our Clothing Room must be placed directly in the Clothing Room, so that clothing items are available to all guests. Failure to comply with the above rules, i.e. items taken (stolen) from any MH facility will result in program disqualification and/or the possibility of law enforcement officers being called to investigate.

MONEY & CREDIT/DEBIT CARDS: Be sure to turn in all money, financial credit/debit, and EBT cards when you enter the program. They will be placed in the safe for security. If needed while in the program, cards can be obtained by a yellow pass and/or request to their counselor. Cards will be returned when leaving the program.

MUSIC: CD players (which do not have a radio) are allowed for level 4 only, and can be used in the guest's room or library. They can only be used with headphones/earbuds at a volume that cannot be heard by others. They may be used from 3:30pm until 10:00pm weekdays and all day Saturday and Sunday unless the guest has tasks or class responsibilities. Music CD's must be pre-approved by staff members. Only Christian or classical music is allowed. Christian music is only allowed if the counselor can understand the words of the song when it is played. Anyone allowing another guest to use or listen to CD players will result in loss of privilege. Pianos/Guitars (or other musical instruments) are only allowed to be played except on special occasions as approved by staff, i.e. talent shows, chapel, etc. Please do not use/play the chapel piano without permission from staff.

PASS POLICY:

The pass system is necessary to provide effective planning, organization, and accountability at Overcomers. The pass system will help a person plan and take responsibility for their needs. Passes that require transportation enables the staff to develop a daily transportation schedule. All passes must be approved by the guest's counselor or designee.

Pass Procedures: Blank passes can be obtained at the sign-out area. Passes are filled out completely, and dropped in the mail box at the sign-out area. Passes are colored coded to indicate their different purposes:

- White Clothing/ hygiene request (all guests)

- Pink Medical Passes (all guest with medical/dental appointments)
- Green Special permission for any activity/event
- Blue Special off campus 2 hour, 24 and 48 hour passes
 - 2 Hour (one in L2, 3, & 4) 11am – 5pm Saturday
 - 24 hour: 5pm Friday to 5pm Saturday (Level 3 only)
 - 48 hour: 5pm Friday to 9pm Sunday (Level 4 only)
- Purple Visitation passes (list all visitors); not required for special family days like Family Communications; Thanksgiving, etc. but visitor rules still apply (Levels 2 and above)
- Grey Mentor Pass (when assigned a mentor)
- Yellow Staff Pass (all guests)

Passes must be turned in 48 business hours (Monday-Friday) in advance of the appointment or activity. For example, if an appointment is on Monday, the pass must be turned in on the Wednesday prior to the appointment.

Guest are responsible to complete all information on the pass, because incomplete passes may not be processed and approved. Include appointment address and location. If you do not know the address, check with your counselor. Put the appointment time, not the time that you want to be there. When staff completes the transportation schedule for that day, they will allow enough time for you to be there based on the appointment time. A pass is not required if the **whole level or community is required** to attend (example – Celebrate Recovery, Rocky Creek, Table Rock, etc.) otherwise a pass is required (work tasks are also an exception, i.e. warehouse).

Pass Sign Out: Guest will sign out before leaving on all passes that are approved for you to leave the facility.

24/48 Hour Passes at Overcomers: Guests may take their 24 or 48 hour pass at the Overcomers Center. All Handbook Guidelines will be followed while on one of these passes. Below are some specific guidelines:

- Allowed to sleep in on Saturday (regardless if you had a demerit that week, i.e. no demerit work off until next week)
- Do not have to be at any pray-ins or Saturday Chapel
- Cannot stay at the Overcomers Center if no one else is here
- May leave the OCC only with an MT, OC graduate, mentor, or immediate family member
- Must be in the building by curfew of 9pm
- May go to movies as long as it is not "R" Rated
- May only go to restaurants that do not serve alcohol
- All other rules in the handbook apply – i.e. cannot watch TV when you want to

PERSONAL ITEMS RESPONSIBILITY: The OCC will not be responsible for your personal belongings that are lost or stolen. For this reason we recommend that guests only bring essential items with them. Large sums of money, expensive items (e.g. jewelry, clothing, etc.), and important documents should **NOT** be brought to the facility at all. Personal TV's, DVD players, or computers are not allowed. Guests can have a battery operated clip on fan in rooms but no clocks in their rooms (no extension cords are allowed in the room). We will gladly store a suitcase or bag of your belongings for you while you are a guest. Please show respect for other guests' property. There is only very limited storage for valuables and money in the facility. When you leave the facility please take all your personal belongings with you. Leaving belongings and medications behind when a guest checks out requires staff approval. The OCC Center cannot store your personal items in your absence, and only holds them for 72 hours.

PHONES & CELL PHONES: Only staff members are allowed to answer phones, unless you are assigned to the desk.

GUEST PHONES: You can use the guest's phones after you reach level 1. You are allowed three 10 minute phone calls per week (cannot be combined into one 20 minute phone call). A "phone week" = Monday thru Sunday. Phone calls are limited to immediate family, mentors, or pastors. No "Baby's Mama's", "Best Friends", or so-called "Cousins". Phones may not be used to place any merchandise orders. Any other phone call must go through your counselor (appointments, probation, DSS, etc.) Provide all the information required on the Phone Log which applies to the status of the phone attempt you make (complete or incomplete).

- **BEFORE** the RA picks up the phone: record name, phone number, and person & relationship you are calling – legibly and clearly
- RA must dial the number for you, verify the person you are calling is on the line, and record the Start Time. Once the phone call is complete the RA records the end time

Incomplete Phone Calls (less than 30 seconds) - must be signed off by an RA, MT or staff member. Phone calls are incomplete if they are not answer, disconnected, or go to voicemail.

RA's cannot sign off on their phone calls. Phone logs should be reviewed by staff or MTs daily and incomplete phone call information will be verified.

Phone Call Times: Monday thru Friday -4:00 pm to 9:00 pm; Saturday & Sunday 12:00pm to 9:00 pm

Failure to follow the above stated policies may result in loss of phone privileges for an indefinite amount of time.

LEVEL 4 PHONE: L4 can use the phone by the fax machine across from Mission Control. It is to be used for work/business, mentor, or church related calls only and only used with permission of a staff member. Calls can be made in the Prayer Room or a location designated by the staff member. Never erase the history on the L4 Cell phone.

PROGRAM FEE & BUS MONEY: All guests are asked to pay their non-refundable \$125 program fee and cost for one-way bus fare (back to the location you left) upon arrival to the facility. These funds are taken during the in-take process. Money orders are made out to Miracle Hill.

Bus money will be kept in an envelope with your name in a safe until used or returned (after graduation). If you decide to leave before completion and live outside of Greenville County, we will transport you to the bus station and buy your bus ticket using stored bus money.

Money taken when you enter the program will be applied to the following in priority order: bus ticket, program fee, and remainder to your canteen account (if you so desire or kept in the safe).

PROGRAM COMPLETION: The program is usually completed on a Friday morning after Chapel. Guests must have approved employment prior to leaving the OCC otherwise they fall under the rules for "Guest Completed No Employment". These rules can be obtained from your counselor. If you are going to transition schedule an appointment (Yellow Pass) at least one week in advance with the Transition Coordinator to make arrangements for your move to transition.

READING MATERIAL: The OCC library has many excellent books to help guests grow and develop. Guests cannot bring books into the center (with the exception of a Bible) until level 2 and these will be limited to devotionals approved by his counselor. To be considerate of others, only check out 2 books from the library at a time and return them before checking out others. Therefore guests are limited to having 2 library books in their locker. No books should be brought to class. Please use the ESV Bible during class. You are welcome to use your own personal Bible for Chapel services and other functions.

Pornographic magazines, sex novels, literature that deals with the occult and anti-Christian literature are never allowed on the premises. No literature that has violence, inappropriate sex, bad language, or horror themes is permitted. Posters, pictures, and other reading materials not conducive to recovery and Christian growth are also not permitted.

RECREATION: Many individuals and group recreational opportunities are available for guests. Organized recreational activities will be scheduled by staff, MTs, or RAs. One of goals of the RAs will be to have at least one recreational activity per week. This could include sporting events, tournaments, talent or comedy shows, etc. During the RA meeting, members should suggest, discuss, vote on, and plan upcoming recreational events and activities. Guidelines covering music, language, horseplay, etc., apply during recreation.

OUTDOOR: Guests may participate in outdoor recreational activities during the week after 4:30. Any recreational activity to include prior to 4:30 must be approved by staff. Shirts may only be taken off after 5:00pm and when facility tours are completed. Please ensure the **return all recreation equipment to the proper location when finished**. All recreational activities must cease by 9:30pm Thursday through Sunday; by 10:30pm on Friday night. Outdoor recreational activities are limited to daytime only. Recreation areas are closed during any scheduled community activity unless otherwise approved.

INDOOR:

WEIGHT ROOM: The weight room is available to guests once they have completed level 1. Our primary focus at Overcomers is heart change first for "*man looks on the outward appearance but the Lord looks on the heart.*" (1 Sam.16:7). Since the weight room is off limits to PP & L1, they are **not allowed use anything (or anyone)** that would assist them with body building (inside or outside). Unassisted pushups, sit-ups, and pullups are authorized during PP & L1.

Weight room hours are on Monday, Wednesday, & Friday from 11am to 7pm and Saturday from 10am to 7pm (PP & L1 are not to be loitering in the weight room during this time). The weight room must be kept clean and well organized at all times. Weights are to be returned to their appropriate racks. You must have an accountability partner when in the

weight room for safety reasons. A radio is located in the weight room and may only be dialed in to 89.7 FM. No supplements are allowed for weight training. Remember, Scripture tells us *“for while bodily training is of some value, godliness is of value in every way, as it holds promise for the present life and also for the life to come.”* (1 Tim.4:8)

DVD MOVIES: Two scheduled movies per week will be shown in the day room: one on Saturday and the other on Sunday. MTs or a staff member will be responsible for setting up and showing the movie. Staff will determine and supply the movie selection.

TV: TV viewing exceptions may be made for special events with 24-hour prior staff approval. TV viewing which is not conducive to Christian growth is not permitted. Only listed channels on/by the TV are allowed and only RAs and MTs may operate the remote. See the provided chart for TV viewing times:

Event	Friday	Saturday	Sunday
DVDs and TV	None	4-9pm in the Red Room includes the secular movie.	12-4pm in the Red Room, includes the Christian movie for the weekend shown first, then TV.
Sports	None	12-9pm, Blue Room	12-4pm in the Blue room.
Worship	Chapel 7pm-10pm	Personal	Personal
Xbox	None	12-4pm Red Room	None
Only MTs & RAs may change channels or touch the remote of any TV, DVD player or other audio or media device.			
In the case of a championship game (a deciding game), or any Clemson and/or Carolina football game, the game can be watched to its conclusion.			

RESIDENT ASSISTANTS (RAs): Resident Assistants are members of the community who have been given a leadership position to support the community. RAs are selected by the level counselor and approved by the staff. There will be at least one RA from levels 2 – 4. Their primary function is to be engaged within the community and to communicate with staff & MTs regarding issues within the community (i.e. discipline, maintenance, supply issues, etc.) so that these issues can be resolved promptly. In addition they are to supervise task work crews to ensure tasks are effectively completed. They are responsible for operating the canteen in accordance with specified rules. RAs are to develop at least one organized activity each week for the community. At no time will an RA use their position to show favoritism to any one, target an individual, or “get even” with someone (abuse of position). RAs will report to the director each weekday morning right after chapel.

ROOMS: Rooms will be inspected daily (that means every day to include Saturday & Sunday) for organization and cleanliness. Rooms are not to be rearranged. Windows must remain closed and locked at all times.

- Floors are swept and mopped
- Beds made with fitted sheet; flat sheet; spread all tucked in and tight with one top blanket folded and placed at the foot of the bed; pillow at the top of the bed; all guests will use the bed spread provided by Overcomers.
- Beds are to be made before morning chapel and straight until 5pm. One pillow allowed per bed; use the bed spread given to you (bed spread folded up on sheet day). Blankets are folded and placed at the foot of the bed.
- All furniture to include items on the wall are dusted; blinds & window seal dusted (all rooms will have some dust but the concern is for excessive dust as determined by an MT and/or staff member)
- Shoes are aligned under the bed; no more than 6 pair & one pair of shower shoes; heel of shoe aligned with edge of the bed. Remove all other items from the floor.
- Clothes are folded and put up properly in locker
- Lockers are to be neat and clean with contents neatly stacked
- Chair under desk or folded beside locker; desk neat and clean
- Trash can lids are closed
- **Towel and laundry bag are the only items to be hanging on hooks on the side of the locker;** no other items should be hanging from locker; locker doors are shut
- Blinds and doors are to be opened (blinds not pulled up) by 5:40am (exception is a person in the room that is on bed rest); doors always remain open if no one is in the room; blinds are to remain open till 5pm

- Overhead lights are to be off
- Items on bulletin boards must be in good taste and never put anything on the walls

No guest is allowed to enter another guest's room. MTs are allowed to enter a guest's room. RAs are only allowed access to rooms with an MT or staff member. Only staff are allowed to do locker searches and search of personal items. MTs may search personal items during initial intake and when coming into the building from passes/tasks.

SEXUAL ISSUES: Scripture teaches us that we are to *"not set before my eyes anything that is worthless (unclean)...it shall not cling to me...A perverse heart shall be far from me; I will know nothing of evil."* (Psalm 104:3-4) Acting out sexual behavior is not permitted. Any cross dressing, hand holding, pornography viewing, masturbation, kissing, or other sexual conduct, etc. are specific examples of behavior which will result in your disqualification from the Overcomer Center. Since Overcomers does not have a medical staff or specialized counselors, we are not able to accept guests who are transgendered or who are in the transgender process. Sexual paraphernalia is likewise not permitted.

STAFF ACCESS: Guests and staff interact on a daily basis. Each staff member is available during his/her normal work schedule. If you need to have a specific meeting with any one of these, fill out a yellow Request form. Your RA can tell you which staff member you should address your request to. Please provide as much written information as possible about the issue you need to address.

STEWARDSHIP: Scripture teaches us that *"The earth is the LORD's and the fullness thereof, the world and those who dwell therein"* (Psa.24:1). Therefore all that we have been blessed with here at the Overcomers Center comes from the Lord. Guests are expected to help us maintain low energy costs by making sure that all appliances and lights are turned off when not in use. Thermostats are set to ministry specifications and should only be adjusted by staff members. Keep doors and windows closed at all times to help keep air conditioning and heating costs in check. If there are plumbing issues, i.e. a commode continues to run water, an air conditioners/heating systems are not working, please notify a MT, or staff member.

Please be conservative with the resources we have to run the facility. Everything we do here is primarily by donations. For example, do not take toilet paper rolls and store them in your locker. Take only what you NEED from the clothing & hygiene closets not what you WANT. Turn in clothing items that will no longer fit. Never take food from the kitchen or food closet unless you are authorized to do so.

Please help us take care of the furniture that has been given to us. Keep your feet off of the furniture, and do not lean back and cause chairs to weaken. Please refrain from standing or sitting on tables and leaning on the walls.

Intentional destruction of Miracle Hill property may be grounds for dismissal.

TASK ASSIGNMENTS: All guests are required to perform some type of task assignment as part of their stay with the Overcomer Center. Scripture teaches us that *"Whatever you do, work heartily, as for the Lord and not for men, knowing that from the Lord you will receive the inheritance as your reward. You are serving the Lord Christ."* (Col.3:23-24)

Task assignments are made with consideration given to 1) the best interest of the guest in his personal development and Case Plan, 2) the current needs of the ministry. The facility may choose to change a guest's task assignment at any time. Each guest should have the attitude, **"I live here, and it's my responsibility to help keep my areas and the facility clean and orderly."**

We will honor short term exemption from task responsibilities with dated doctor excuses from a recognized physician. Long term or permanent doctor excuses from task responsibilities generally cannot be honored. Guests who are medically unable to perform daily task assignments may be referred to other recovery programs.

Guests are not to leave assigned task or class without obtaining staff permission (before 5 pm). Please follow the schedule and guidelines of your task assignment. Guest must remain in their assignment area until 11:30 in the morning and 4:30 in the afternoon (unless released early by staff member). You may not be in an unassigned work area without staff permission.

- Task crews end at 11:30AM (morning) and 4:30PM (afternoon)
- Warehouse crew tasks are complete when returning to the Overcomer facility
- Front desk task is complete at about 12:15pm for morning shift and 5:00pm for afternoon shift
- Vehicle drivers are on call during non-classroom time; drivers may volunteer to participate in house crew work and/or do homework in the library until house crew task hours are over
- Truck riders: Truck riders will perform inside house crew tasks until they are called for truck rider task. Once truck tasks are complete (when you return to the facility) they may participate in house crews or do homework in the library until task time is over (4:30).

- Kitchen crews are expected to be on task during the shift hours below unless granted breaks by shift supervisor, MT, or Staff (this applies to weekend crews as well). Each shift will ensure they kitchen and dining room are cleaned before leaving their shift (but must not be late for class, appointments, etc.). They are to attend the pray-in with the community.
- crews work on different shifts:
 - 1st morning shift: 4:00-8:30am, 2nd morning shift 8:30am-12:30pm
 - 1st afternoon shift 12:30-4:00pm and 2nd afternoon shift 2:00pm – close
 - 2nd afternoon shift may do prep work for the next morning breakfast.
 - **No one is allowed in the kitchen after 7:10pm w/o approval from staff**

Not showing up for your task, walking off, refusal to work, or leaving early may result in your disqualification from the program. Guest will be properly trained and supervised before operating any tools and equipment. Be safety conscious at all times, keep work areas clean; return tools or equipment to proper locations prior to leaving work.

IF YOU ARE DISMISSED BY MT OR STAFF FROM TASK BEFORE 11:30 OR 4:30, GO TO THE LIBRARY AND QUIETLY DO CLASSWORK OR HAVE PERSONAL DEVOTIONS. DO NOT DO RECREATIONAL ACTIVITIES OR LIE DOWN.

TRANSITION PLANS: Guest will develop a transition plan in Level 3. Scripture teaches us that *“The heart of man plans his way, but the LORD establishes his steps.”* (Prov.16:9) If our heart is right with God, our plans will reflect His desire for us. Guest should allow time for prayer and careful thought before completing a proper and safe transitional plan. The L3 Counselor will provide you with details for how to develop a plan. Transitional plans must be approved by the L3 Counselor or Overcomer staff in order for a guest to move to level 4. The most important aspect of the plan is your safety. The staff will not approve any plan that is considered unsafe for your recovery. Commitment to a plan is important for recovery. Therefore, after approval, the only reason that plans can be changed is for extenuating circumstances for which staff must approve.

VEHICLES: No guest may drive any Miracle Hill vehicle at any time unless officially approved by Miracle Hill Ministries. Drivers approved to operate MH vehicles must read and certify they have read the Overcomers Drivers Handbook BEFORE DRIVING. Drivers will attend all MH Safety classes given quarterly. Drivers are not allowed to make unauthorized trips or stops. An unauthorized stop is any stop that not in accordance with the daily transportation schedule or not authorized by staff.

Conduct in Vehicles: Safety is of the utmost importance therefore prayer will precede all trips and seat belts will be worn if available. Guests riding in the vehicle are accountable to the driver. Conduct and speech must be courteous and edifying and void of profanity. Conversations must be as such a nature as not to distract the driver. No food or drinks are allowed in vehicles. Guests will remove all trash from vehicles when exiting the vehicle (even if it is not yours). Infractions should be reported to staff upon return.

Personal Vehicles: No guest is allowed to have a vehicle on Overcomers property without staff permission. Guest vehicles must be parked in the back parking lot. Vehicles improperly parked or without proper credentials will be towed at the owner’s expense.

VISITORS: Visitation privileges begin in Level 2. Visitors must be conducive for your recovery, be pre-approved by staff on visitation pass, and must sign in & out in visitors log. Visitors not listed on passes may be denied unless staff approved. Visitors are limited to legally married spouses and immediate family members (fathers, mothers, brothers, sisters, and children). Exceptions must be made through the staff and may be interviewed by a counselor before visitation. Visitors may use the day room, Dining Hall, and recreation areas for picnics or recreation, but all areas must be properly cleaned and straightened after use. Visitors will not use guest’s rooms for visitation. You are responsible to insure that the conduct of your visitor falls within our guidelines; that all children remain with you at all times; and that your visitors are dressed modestly and appropriately. Normal visiting hours are Saturdays from 1:00pm until 5:00 p.m. Overcomers may not go out the front door to greet or say good bye to visitors.

VOLUNTEERS: Volunteers are a vital and integral part of Miracle Hill Ministries. Volunteers primarily offer support through kitchen assistance, desk assistance, professional skills, counseling, special events, Chapel presentation, etc. Guests should show the utmost respect for all volunteers and visitors. Please do not ask them for money or special favors. Flirting with any volunteers or visitors is not allowed.

SCHEDULES

Monday Through Friday Schedule	
4:30am	Kitchen Crew Up
5:30am	Lights on/ Wake Up/Straighten Room/Get Ready
5:55am	Roll Call/Pray In
6:00am	Breakfast
6:30am	Dining Room Cleanup
6:45am	Roll Call in Chapel
6:50am	Chapel
7:30am	Personal Devotion Time
8:00-11:30am	Class for level 1 & 3 / Task for Level 2 & 4, PP Tuesdays GED: 9:00-11:30 (L2&4)
11:30	Free Time
11:55	Pray in /Lunch / Clean-up
1:00-4:30pm	Class Levels 2, 4, & PP/ Tasks Levels 1 & 3 Mondays Work Keys (L3 only) 1:00-3:30pm @ United Min Tuesdays GED: 1:00-3:30 (L1&3) @ United Ministries
4:30pm	Free time, Medications Call & Mail
5:55pm	Roll Call/Pray- in
6:00pm	Dinner
6:30pm	Dining Room Cleanup
6:55pm	Roll Call in Chapel
7:00pm	Chapel/Bible Study/Devotions (M-W, F) Choir Practice (Th)
7:30pm	Quiet Free time
9:30pm	In Room & Prep for Bed
10:00pm	Lights Out/ In Bed
Friday Night Schedule	
7:30pm	Free Time or Praise & Worship
10:30pm	Prep for Bed
11:00pm	In Bed/Lights Out
Saturday Schedule	
4:30am	Kitchen Crew Up
5:30am	Community Wake Up
5:55am	Pray in-Breakfast / Clean-up
7:00am	Chapel
7:30am	Personal Time / Room in Order/ Demerit Work Off
11:55am	Pray in-Lunch / Kitchen Dining Clean-up
1:00pm	Visitation
4:00pm	3rd Kitchen Crew Reports
5:00pm	Visitation Over

5:55pm	Pray in / Dinner / Clean-up
7:00pm	Recreational & Personal Quiet Time
9:30pm	Inside Building-Prep For Bed
10:00pm	Lights Out / In Bed
Sunday Schedule	
5:30am	Community Wakeup
5:55am	Pray in / Breakfast / Cleanup
7:00am	Prep for Church
8:00am	Guests in Blue Room for Church
9:00am	Church
10:30am	Kitchen Crew Reports
12:25pm	Pray in /Lunch / Dining & Kitchen Cleanup
1:30pm	Free Time
3:30pm	Kitchen Crew Reports
3:55pm	Pray in-Dinner/Dinner/Cleanup
5:00pm	Blue Room - Evening Church
9:30pm	Prep For Bed
10:00pm	Lights Out

Scheduled Events

Monday – Friday morning chapel services are held 6:50a.m. – 7:20a.m; Saturday 7-7:30am.
Monday - Friday evening chapel services 7 – 7:30pm; Bible Studies 7-8:30pm

Monday

- Level 4 Celebrate Recovery from 5:30p.m.-9p.m @ Brushy Creek Baptist Church

Tuesday

- Level 3 Celebrate Recovery from 5:30p.m.-9p.m@ New Life Baptist Church
- 2 & 4th Tuesdays L4 to attend AA/NA meeting

Wednesday

- L3 & 4 will attend home church or Overcomers Chapel 7:00p.m.-7:30pm (if home church services are not available)

Thursday

- 2 & 4th Thursday is Power Hour starting at 2pm in the chapel
- Community meeting in the chapel starting at 3p.m.
- Choir practice at 6:45p.m. in the chapel
- Every third Thursday graduation is held at the Greenville Rescue Mission at 6:30pm

Friday

- 2nd & 4th Friday L4 conducts chapel at Greenville Rescue Mission; 1st & 3rd Friday L4 attends an AA/NA meeting

Sunday

- All PP, Levels 1 & 2.4 (through week 4) guests attend RC Baptist Church for morning service
- All Levels 1 through 2.5 will attend RC Baptist Church for evening service; PP in Chapel
- Levels 3 & 4 attend home church service morning & evening (or attend OC chapel there is no service at their church)



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.