

Welcome to Central Care Mission.

In this handbook you will find information to understand how the works, and the responsibilities, requirements and expectations of all clients who enter the program.

This will provide you with the information necessary to understand how our program works, as well as the responsibilities, requirements, and expectations of any client who enters the program. The decision to enter a long-term client drug/alcohol rehabilitation program is a big decision for anyone and requires a massive commitment. Any person making such a decision/commitment needs to know they are ready for such a journey and exactly what it entails.

Central Care Mission is unable to accept any applicant with the following:

- Diagnosed with diabetes (we are unable to provide care for those using needles)
- Physically unable to work
- Current legal charges pending
- Health issues requiring ongoing medical treatment
- Convictions of sexual crimes

If you fall in any of these categories we ask that you please return your application and this packet to a case manager at this time.

If you do not fall in these categories and wish to continue your application process with CCM, then it is crucial this Handbook for clients be read thoroughly. While reading it, you should write down any questions you have on the paper provided and present these questions during the staff interview.

In addition to our Handbook for clients, a client Application must be completed for any person to be considered for enrollment. Our intake procedure consists of the following:

- Step One: Fill out the client Application and read Handbook
- Step Two: Participate in Staff interview

Upon completion of these steps, a decision will be made by Central Care Mission Staff for enrollment. There are many factors that go into this decision, such as, bed availability, suitability, and applicant commitment.

If you have any questions that cannot be answered by this process, please feel free to contact a staff member, or call 407.299.6146. I will work to see that your questions are answered.

In His Service,

Spence T. Pfliegerer
President & CEO

CLIENT WORK POLICY / VOCATION

It is the belief of Central Care Mission leadership that work is a vital part of a balanced Christian life. However, it is not the purpose of your life. The goal is to work with excellence to the glory of God within the boundaries and schedule at Central Care Mission.

Keep in mind that you are beginning to get reestablished in work and it will require you to be patient. You are seeking a job, not a career, a career can come later.

THE APPROACH TO WORK IS JUST AS IMPORTANT AS THE WORK ITSELF. ENTHUSIASM AND COMMITMENT WILL BRING PROVISION AND SUCCESS.

1. As part of entry into the program, new clients will be expected to work to provide for their stay at Central Care Mission. Initially, you will begin working day labor tickets thru staffing companies approved by CCM. Each client should fill out an application for each labor company that CCM is partnered with to maximize work opportunities. CCM has established a direct deposit program so that all monies will be sent to CCM for disbursement. As a client, you will receive a monthly statement of all income, fees and expenses including savings balance.
2. CCM employs a jobs and transportation manager. You are required to work alongside the jobs and transportation manager to fill out applications and secure job tickets. It is imperative that you tell the WHOLE truth on your applications. Do not leave anything out. Our staffing companies will work with you and us to help overcome any convictions, jail time or addictions issues.
3. CCM has developed relationships with staffing companies as community partners. You are expected to submit to ALL the rules and regulations of the job site you are sent to work. Remember, you work for the staffing agency AND the company they have contracted to send you to work. If there are any concerns with the job site please contact the jobs and transportation manager as soon as possible. We will work thru the staffing agency to get your concerns addressed. A positive and compliant attitude are expected.
4. Clients are not permitted to keep a job they had prior to admittance. New jobs are required for your sobriety and health. Jobs Placement will assist you in finding a job that matches your skill or trade. Clients are not permitted to find their own job.
5. If you receive two "DO NOT RETURN" to work notices from any employer then you will be asked to transition.
6. It is each client's responsibility to track and keep records of hours worked and verify those hours weekly against your pay stubs. Please set up a folder to keep these records and ask for help if needed. You are expected to pay income taxes and fill out a tax return every year that you reside at CCM. A copy of your tax returns should be provided to the Case Manager and any tax refund will be applied toward your CCM account.

7. The approved hours to work are 5 a.m. to 5 p.m. Monday thru Friday. No work on Saturday or Sunday. Central Care Mission provides transportation. Clients will use pre-approved CCM transportation only. All transportation has to be approved by CCM Executive Administrator or Transportation Director. All work should be within a 10- mile radius of CCM campus. Clients are not allowed to ask the van driver to stop anywhere that is not on the approved schedule. All stops are by authority of the Transportation jobs and Transportation manager only.
8. Clients will be expected to build and write a resume to attain work. Always remember, when trying to seek employment, be very upfront about where you are and what you are trying to do. Do not hide anything from your past. Employers are seeking honesty and integrity.
9. If there is a day when you do not have work, you will be expected to work on campus, seek employment and/or exercise and work on curriculum. Dress ready for work everyday. Once devotion/morning circle up is over, report to the house manager for assignments.
10. Interviews for work should be scheduled between 10 a.m. and 2 p.m. when possible. If you have a criminal record, don't be ashamed, it is imperative that you ask prospective employers if they hire ex-offenders. Make sure you know this before setting up an interview. Coordinate all interviews with jobs and transportation manager.
11. Upon entry into CCM, each client will have an individual account established by staff. All income earned and expenses will be documented on an individual client statement. Clients will be provided copies of their pay stubs from each employer.
12. It is the client's responsibility to report ALL income to CCM leadership. No client should receive cash payment without authorization from the Administration. Pay cards are not permitted as form of payment for employment. Clients are responsible to notify Jobs Placement when they receive a check or cash for payment. Cash/check must then be immediately dropped in the DUAL KEY WALL SAFE witnessed by a staff person.
13. Social Security/Disability - CCM requires that all clients be physically able to work; therefore admittance to CCM if you collect Social Security/Disability is rare and under special circumstances approved by staff only.
14. If you are late to get on the van for work you will be left.

CELL PHONE POLICY

No cell phones are allowed for new clients for the first 6 months on CCM campus. The primary purpose of cell phones is communication between CCM leadership and clients.

1. Upon entry into the program new clients will surrender cell phones to leadership.
2. You may not have a phone until you have been in the program for 6 months. At that time, it will be considered for your purposeful use.
3. Headphones only to be used in designated areas. Weight pile, running, front porch, and in dorms.
4. Phone calls can only be made on the front porch. No phones in the day room. You can only have sound on your media when at a weight pile or by lake.
5. Cell phones are to be turned off at church, teachings and all group meetings.
6. Leadership must activate the phones with the client and the cell number added to the CCM phone list.
7. Cell phones are subject to search at any time. If a client denies staff access to a cell phone or electronic device then the client will be immediately dismissed from the program.
8. Clients are not to allow fellow clients to use their cell phones.
9. Central Care Mission will not be responsible for lost or stolen cell phones.
10. Improper use of cell phones may result in removal of clients from Central Care Mission at the sole discretion of leadership.

As a part of our objectives and for many practical reasons, there are Rules & Regulations which upon signing the client Application you agree to follow and accept. These Rules & Regulations serve to help the operation of Central Care Mission's activities flow more efficiently and as a structure to help you rebuild your life. If you have any questions concerning these Rules & Regulations, or you do not understand them, please be sure to ask for clarification during this intake process. After the process is completed and you have agreed, it will be expected that you fully understand, accept, and are willing to follow these Rules & Regulations. All rule violations are subject to documentation and/or suspension.

1. No use of drugs/alcohol will be permitted at any time either on or off the premises.
2. No fighting, physical violence, or destructive behavior will be permitted.
3. No verbal threats, verbal abuse, or profanity will be permitted.
4. No weapons of any kind will be permitted.
5. You must perform after dinner details per detail roster and assist in maintaining facility cleanliness.
6. Smoking is not encouraged on CCM property. You are **STRONGLY** encouraged to quit! Smoking may be done in designated smoking area only; this includes vaping.
7. No visitors are permitted unless prior approval is obtained from staff.
8. No night work or Sunday work will be permitted.
9. No work past 5:00pm without staff approval. All must be present for circle up at 5:55pm
10. Shirts and Shoes must be worn and buttoned at all times.
11. You must be in bed at 10pm, Sun-Thurs, 11pm, Fri & Sat.
12. The per week program fee is **\$170.00**
13. Van fees (**\$10.00 per day**) will be charged for transportation provided, and is subject to change.
14. You are not permitted to leave the premises at any time without staff approval.
15. Staff must be informed of your whereabouts at all times.
16. Saturdays may be subject to work days. You will be notified in advance and will participate unless excused by staff.
17. On Sunday mornings, attendance at Good News Breakfast and program determined church service is mandatory.
18. Drug/Alcohol screenings may be performed at any time, at your expense. Screenings are administered at random, and according to conduct. Necessitate a drug screening a \$5 fee will be placed on your account regardless of outcome.
19. If asked to leave Central Care Mission, you must take your personal property with you. If you leave under any other circumstance you will have no more than 48 hours to take them after which they will be considered forfeited and will be donated to charity. If asked to leave and you do not leave within the specified time, you will be considered trespassing.
20. You agree to cooperate fully with staff and designated volunteers.
21. Solicitation of funds will not be permitted.
22. Headphones only to be used in designated areas. Weight pile, running, front porch, and in dorms.
23. Whey protein and creatine are the only workout supplements permitted at CCM.
24. The kitchen is off limits except during designated time periods or details.

25. Personal vehicles may be used only with staff approval. Any vehicle left on premises after you are no longer a client will be subject to towing at your expense.
26. In order to limit monthly expenses, you are asked to be as conservative as possible with utilities such as lights, showers, hot waters, etc.
27. Eating is permitted only in designated areas. Eating is not permitted in dorms. Clients living in outer houses are required to eat dinner on campus. You must remain on site during the meal may not be taken back to the outer houses.
28. No property which belongs to Central Care Mission or its clients may be given away without staff approval.
29. If you steal, you will be prosecuted.
30. Computer access may be available to you as a privilege. You have no right to a computer and no right of privacy in your computer use. Staff reserves the right to monitor all computer use. Upon request by staff you will provide staff access to all of your computer accounts or sites, including all required passwords and usernames.
31. Any inappropriate use of a computer will not be tolerated. Computer use is intended for job searches. Violation of proper computer use rules as established from time to time by staff will result in loss of computer privileges or other discipline as determined by staff.
32. You will not be permitted to mount anything on the walls or beds. Furniture will be limited to what is provided by CCM. Any damage done by use of nails or any other such item will result in a charge for the cost of repairs.
33. A staff member may need to search your area in specific situations which merit such.
34. All prescribed medication must be turned in to staff to be stored and administered according to the physician directions. Clients are expected to plan accordingly by planning in advance for refills. Transportation will be provided only on Saturdays to pick up medications. Plan in advance with the Transportation Manager and Case Manager.
35. If you bring drugs/alcohol on property or share, sell or give away your prescribed medication it will be grounds for immediate dismissal.
36. You agree to pay a **\$135.00** processing fee.
37. Dorm rooms are required to be kept in a neat and orderly condition. There shall be a minimum of personal items kept in plain view either on the dresser drawer tops or beneath the bed. Personal items shall be kept in the closet or drawers. Beds are to be made each morning before 7am. The floors are to be swept and mopped regularly. A/C is to be turned off between the hours of 7am and 3pm to conserve energy.
38. No contact with anyone outside of CCM for first 30 days unless approved by staff.
39. No one in dorms between 7:00am- 3:00pm unless approved by staff.

These Rules & Regulations are designed for the benefit of all. Please embrace them with a clear understanding of their value. The staff reserves the right to make exceptions to these guidelines when it is best to do so. These Rules & Regulations are subject to change.

MAILBOXES

Every client receives a mailbox which is in the day room. The box you receive is yours during the entirety of your residency at Central Care Mission. You should check your mailbox every day for communications and mail. Please do not leave items in your box for more than three days as this will clutter the day room and lessen the available space in your mailbox. You should never handle or use items in someone else's mailbox. Also, the mailbox is not to be used for inappropriate communication.

TELEPHONES

Phone calls must be limited to 10 minutes. In the event you need more time on the phone, then request permission from the House Man or Case Manager.

DETAILS

A "Detail Roster" is posted and maintained with assignments for specific areas of responsibility to ensure the cleanliness and upkeep of the facilities. These areas might include the kitchen, restrooms, day room, chapel, etc. It is required that you fulfill your detail responsibilities daily.

The following schedules have been established. You will be expected to participate and follow these schedules at all times. Exceptions might be granted with staff approval.

MONDAY – FRIDAY

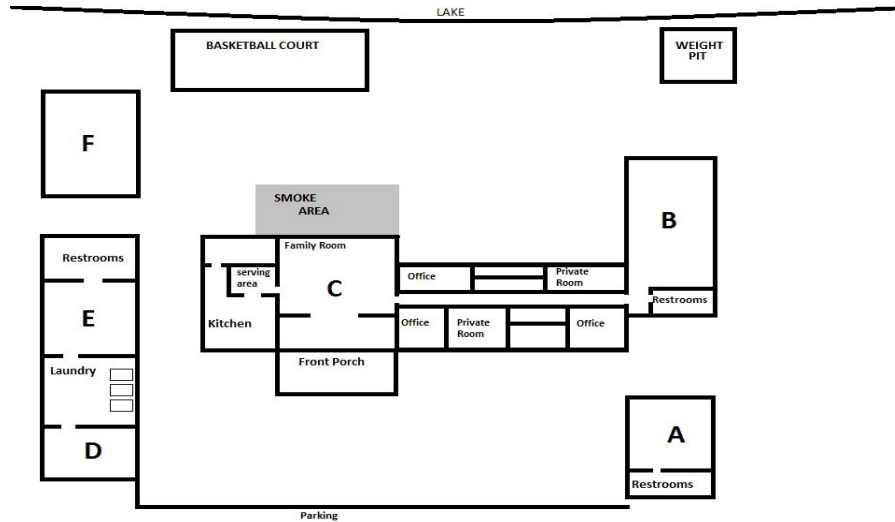
6:30-7:15A.M.	Out of bed, shower, eat breakfast
7:30-8:00 A.M.	Devotion time
8:15-9:00 A.M.	Morning circle up then chores
9:00-12:00 NOON	Exercise, Program Curriculum, Job Search and Campus
12:00	Lunch
1:00-3:00 P.M.	Journal, read, job search, laundry, another shower,

SATURDAY

9:00 A.M. – 12:00 P.M. Campus maintenance (Saturday before the 3rd Monday ea month).
 12:00 P.M.-- 6:00 P.M. Free Afternoon (excluding special events)
 4:30 P.M. Wal-Mart/Target (alternates every other weekend)
 6:00--6:30 P.M. Medications/Dinner
 6:45 P.M. House *Details*.

SUNDAY

4:00 A.M. Wake up for Good News.
 8:45 A.M. - 10:45 Church
 4:00 P.M. Dinner / House *Details*.



- A. Dorm 3
- B. Dorm 2
- C. Family Room
- D. Dorm IA
- E. Dorm IB
- F. Chapel

The Facilities are the responsibility of every client. Everyone is responsible for the “*whole property*”. It is important for each man to give consideration to the care of these facilities in the following ways.

1. **Conservation** – If we continually check for lights left on unnecessarily, water faucets leaking or other situations contrary to “being conservative” then we will be able to keep our operating expenses at a minimum allowing for improvements in other areas.
2. **Policing** - As a place is designed for everything, it is important that every client “*police*” the grounds on a regular basis, picking up trash, replacing items to their proper place, disposing of litter, and constantly having a watchful eye.
3. **Protecting** – To allow for the freedom and sense that these facilities are our home, we must protect and preserve the possessions and privacy of each man. If at any time you see an individual either on campus or approaching the campus that you do not recognize as a client or staff member from Central Care Mission, take the initiative to approach them and escort them to an office staff member.
4. **Consideration** - Each man’s privacy is determined by the space he is allocated (*the physical space and the “social” space*). We do not draw lines on the floors to create spaces, however, you will receive a bed assignment and must work out the space with other individuals in your dorm. It is expected that each man will respect the space of others and will be fair and demonstrate a willingness to share.
5. **Reporting** – You may notice specific maintenance needs before office staff will. Please report any item or activity you feel might bring danger or harm to Central Care Mission, its program or its clients to a staff member.

There are to be no structural modifications of Central Care Mission facilities. No items may be mounted on walls or beds. Please review the guidelines on the previous pages.

Safety is of the utmost importance. **Safety** can only be maintained as every individual gives great care to all of the things about which we must be cautious.

Night Watch There is someone on the property 24 hours a day. Certain individuals are assigned “night watch” and will monitor traffic, and watch for fires or hazards. Please follow the instructions of these individuals regarding safety. Give consideration to them during the day hours as they may be recovering their sleep after being up during the night.

Front Gate

The front gate is closed every night no later than midnight (10:00PM). The gate is to remain closed until 5:00 AM or until a van leaves for the first run.

Stacking

Please do not stack any items higher than 4 feet and use good sense on shelves in closets.

Electrical Items

There are to be **NO EXTENSION CORDS** used at Central Care Mission. Electric Strips which are UL approved may be used but must be approved by staff. Strips are to be placed in an area which is away from any items that might easily catch on fire.

Fire Escape

In the event of a fire, there are escape routes which have been posted in every area of every building which reveal escape routes and extinguisher locations. Please make yourself familiar with these escape routes immediately.

Fire Drills

Be prepared for monthly fire drills. Everyone must participate. The objective of a fire drill is to practice using appropriate escape procedures in the shortest amount of time.

Fire Alarms

Due to the high cost of fire trucks and services, each time the fire alarm goes off it costs Central Care Mission \$275.00. If this happens due to neglect, carelessness, horsing around, or thoughtlessness in the cooking area, Central Care Mission reserves the right to charge for the mistake in order to recover the unbudgeted expense.

Smoking -

Only allowed on the back porch in a smoking area designated by painted square.

Lake Mann -

Our property extends into Lake Mann giving access to the lake. It can be a great place of solitude and is a great place to fish. Do not leave any trash laying around or in the lake.

Sports Activities

Whenever using the weightlifting equipment, or playing basketball, or any other sporting activity, please wear appropriate clothing and shoes, and follow the rules designed for the sport. Clean up and replace weight equipment when done, don't leave any balls/equipment out after use.

Surroundings

Please be mindful of the community we live in and always be considerate of others and guard your own safety. Remember that they live here too!

Surroundings

Riding the city buses is not permitted without special approval.

Busing

Riding the city buses is not permitted without special approval.

Van

Central Care Mission uses vans for the purpose of transporting men to and from work as well as for activities which are "house activities". The van is not a taxicab and will not be available for personal use. In the event you have a "special" need, you may ask the Transportation Manager for a pass and signed by Case Management. You will be charged a gas expense for any trip, \$10.

When riding the van, please refrain from being loud. Please remain seated. There is to be no "tossing" of objects or items. You are responsible for removing all of your belongings and any garbage you may have accumulated immediately following your van trip. **Every Trip!**

Headphones are to be used with any personal music devices. Cell phones are not to be used while on the van to make personal phone calls. The only acceptable radio station to be played on vans is Z88.3 unless staff approval is given to the driver. There is **no smoking** permitted in the van. If you are late for departure time you will be left and if you are not on pick up site you will be left.

Driver's License

In order to drive a van, the driver must have a valid driver's license **and** have been added as an insured driver under CCM's insurance policy. No exceptions.

Equipment

It is the responsibility of every man to assist in the receiving of contributions, keeping the campus and facilities in a clean and neat appearance, and in the general upkeep of the lawns and property lines. When using any equipment from *laundry machines* to *lawn mowers* to *helping carry donations*, please use common sense and current safety procedures from *lifting with your legs* to *keeping hands and feet from mower blades*.

Your Home

While you are a client at Central Care Mission, this will be your home. Let's take care of it. Many men and women have worked hard before you came to help make Central Care a good place to

live. Please remember that there will be others who will follow you. Take care of everything here so that it will be a good place for them also.

Program Fees

Central Care Mission charges a weekly rate of \$170.00.*fees are subject to change without notice

This weekly charge helps offset some of the cost of your attendance in the program. The remainder of the cost is provided by donors, foundations and supporters.

As a part of rebuilding your life, it is important that you develop and maintain the ability to accept responsibility by “being responsible” in the area of finances We feel that keeping steady employment and paying bills on time weekly are both essential to becoming financially independent.

You are not required to have any money to become a client of Central Care Mission. However, the very first \$135.00 you pay will be applied to a processing fee. This fee is charged to cover the cost of setting up your files and some materials. We will work with you to develop an **employment strategy**. If you are overcoming addiction or alcohol abuse, we may require you to remain on campus for a specific period of time. We may also require that you not have more than a specific amount of cash on hand at any given time.

Your program fees will be charged to your account on the Friday of the week you enter the program. You stay a week, and then you are charged for the week you just stayed. **All monies, wages and income earned by you during your residency at Central Care from work and job assignments are pledged to Central Care as security for payment of your program fees and transportation costs.**

As a part of your “*life strategy*” we will help you design a budget which will assist you in controlling and directing your expenses. We have established a weekly rate which provides you with an opportunity to save money. You are encouraged to take advantage of this opportunity while it exists. Saving will be part of your budget plans.

SAVINGS ACCOUNT

Central Care Mission holds client savings in an escrow account. Savings will be unavailable to you until you leave the program. This allows each client to establish savings habits and provide an opportunity to leave CCM debt free. If you have a balance with CCM your savings amount will be applied to the program fee balance first, then the remainder will be distributed to you.

CCM is a 2-year program with a 1-year commitment. If you leave or are asked to leave due to non-compliance, a \$1,000 fee will be assess to your account.

A properly planned exit should include a two week notice to CCM staff of your departure. Any remaining client savings will be issued within ten business days of either:

- A. 10 business days of notice of intent to leave CCM
- B. 10 business days after leaving CCM without notice

If a client does not contact CCM for the balance of savings within 60 days of exit then the remaining funds will be returned to Central Care Mission.

Good News Breakfast

Central Care Mission has felt for many years that a part of recovery is learning to “give back” to others. This is especially true if we have spent many years taking from others and living a selfish lifestyle. One of the ways we have established to provide an opportunity to “give back” is through the feeding of homeless people in Orlando. Every Sunday morning between the hours of 6:30 A.M. and 8:00 A.M., a worship service is followed by a hot breakfast that is provided for between 100 to 200 homeless individuals. Every client of Central Care Mission is required to participate in this important ministry.

Always remember to serve, smile, be kind, be patient, and allow God to use you in this setting to show His love through you. The minute you show up remember it is not about you , but about those you have come to serve. Be sure to cooperate with the staff at First Presbyterian Church and be sure to return things to their original state. Smoking is not permitted on FPCO grounds. Everyone is expected to participate in the service and the serving. There is no need to congregate outside for “small group” sessions.

Please note that changes must take place in the way you respond in given situations or you will continue to repeat the cycles and the same behavior that you came to Central Care Mission to overcome! You cannot make the same choices and decisions you have made before without expecting the same results.