

SAMPLE



Kiicha Residential Handbook

Welcome to Kiicha Healing Village.
“Honoring our Women Ancestors”

Through its collaborative partners, Kiicha provides a safe home for Native women and their children who are victims of domestic violence, sexual assault, dating violence, stalking and sex trafficking. Kiicha is a multi-agency, multi-service facility that is centralizing, coordinating, and consolidating services across counties, governments, and agencies in the Southern California region. Kiicha has brought together the domestic violence, sexual assault, dating violence, stalking, and sex-trafficking service providers in the region who provide Native American specific services. The collaborative efforts also include other tribal agency service providers and tribal governments. Through Kiicha victims will receive a safe location to heal and receive holistic, comprehensive services unique to their cultural needs. Collaborative partners will work together to educate the community, provide services to the entire family, and work to keep our communities safe

Services Offered

- Emergency Shelter
- Domestic Violence & Sexual Assault Prevention and Education
- Peer Support Groups
- Assistance with Law Enforcement, Legal, and Community Resources
- Crisis Intervention
- Transportation (1 monthly bus pass)
- Information and Referrals

Mailing Address

P.O. Box 2488
Valley Center, CA 92082

Fees for Services

All services are provided free of charge and are confidential. You will be assigned a single room for you and your child/children. Gift cards for food and gas will be provided the first 30 days of your stay. We have a sliding scale for the amount of gift cards per week depending on family size. You are allotted one grocery card, one gas card or one monthly bus pass. Please turn in all receipts to stay eligible for future gift cards. No tobacco or alcohol may be purchased with gift cards. One personal hygiene kit will be provided to each resident upon arrival. Kiicha does provide communal items for all residents to use. Communal items will be purchased once a month depending on funding availability and are **not guaranteed**.

Communal Items:

- Food Staples; bread, milk, cheese, eggs, butter, rice, beans, flour, water, and condiments
- Laundry Soap, Dryer Sheets, and Bleach
- Dish Soap and Paper Towels
- Toilet Paper



Housekeeping & Repairs

Please participate in the upkeep of your rooms and please pick up after yourselves. You are responsible for keeping your rooms cleaned and vacuumed. Please keep all mattress and pillow protectors on at all times. This is for your protection. If there is a rip or you need a new one please alert SHNWC staff. Please remove all dishes and trash from your rooms daily. Please keep all foods zip-locked or in a sealed container if you keep dry food in your room. This is to ensure we do not have an infestation of bugs. Kiicha staff will conduct weekly room checks to ensure the maintenance needs of your room are met. Please report any necessary repairs to Kiicha Staff and we will get it fixed to the best of our ability. Repairs are contingent upon available funds. Please DO NOT try to fix and/or repair the problem yourself. This may make the problem worse. Kiicha also contracts services for housekeeping but please know she is not responsible for cleaning up your or your children's mess.

Laundry

Kiicha provides a washer and dryer, which are to be shared by all who are living here. There is a sign-up sheet for washing schedules.

Length of Stay

The length of stay here is temporary and limited **to 30 days**. Length of stay will depend on a variety of things, such as availability of resources and your own plans. After 30 days, we will re-evaluate your situation with your advocate for your continued stay **up to 60 days**. You will be kept fully informed of any changes regarding your length of stay here. You are free to leave Kiicha at any time you may choose. Any extended stay after 30 days requires written request from your primary advocate 48 hours prior to your exit date.

All requests will be subject for approval upon the following requirements and supporting documents.

- Waiting Approval of Housing Application
- Approved for Housing and on Waitlist
- Other Housing Options

Food & Cooking

We welcome you to enjoy the food provided by Kiicha. When bringing your own food items into Kiicha, please mark each item individually to insure no one else uses it. Unmarked food is considered Kiicha food and available for anyone's use. Please use the sign in sheet to sign up to use the stovetop and/or oven. Please clean up after yourself and your children to keep the kitchen ready for use for the next resident.

House Phone

We provide free telephone service. The resident phone is located in the living room area. You can receive phone calls at (760) 294-6211. However, if several people need to use the phone, please limit your call to 15 minutes. No collect calls are allowed. Staff and other residents are not allowed to give your name or acknowledge you are at Kiicha because of confidentiality rights of each client. If staff or residents answer the phone they must take a message even if you are present. If you are expecting a call you must be the one to answer the phone.

Dialogue for answering calls on the Kiicha house phone.

"I can take a message but cannot say if _____ is here or not here."

Cell Phones

Please turn off the location service on your cell phone and/or do not use your cell phone if there is the possibility your abuser will be able to find you with it. For more information on safe cell phone use please talk with your advocate or a Kiicha staff member. Please no taking pictures of Kiicha or

SAMPLE



other Residents as it is a violation of their privacy and it could affect your eligibility to stay at Kiicha. **Do not post any photos of Residents or Kiicha on Social Media.**

House Utilities

Please be eco conscious of the house utilities as it lowers the cost to run the shelter. Please turn off lights in rooms that are not in use. Keep the thermostat to the eco setting of heat at 68 degrees and cool at 75 degrees.

Television & Internet

There is a sign-up sheet for TV. If there is a specific program you wish to watch, please make sure you have completed the sign-up sheet. Kiicha provides free WiFi to residents. Please do not download any illegally obtained music, videos, or any other content.

Wi-Fi: NETGEAR31

Password: giganticballoon253

Security

Please lock all doors and bottom gate when you leave Kiicha. This is to ensure the safety of Kiicha residents. Kiicha also has several cameras placed around communal areas. Kiicha staff monitors them daily.

Smoking

The dedicated smoking area is in the backyard away from bedroom windows and dining room door. Please refrain from smoking on the front porch as your abuser or someone you know may see you. Kiicha is a confidential location and we strive to keep it that way so residents and future residents may live in a safe confidential location.

Alcohol and Other Drugs

Kiicha maintains a drug-free environment. Alcohol and illegal drugs are not allowed on site. If you are found with alcohol/other drugs it will affect your eligibility to remain in the shelter.

Theft

Kiicha is not responsible for articles left unattended, or for loss or theft of personal belongings. Please keep your valuables locked in the safe boxes in your rooms.

Weapons

You and your children may not bring weapons on site. This includes but not limited: guns, knives, bats, homemade devices, or anything that can cause bodily injury. Weapons such as knives and bats may be checked into Strong Hearted Native Women's Coalition main office.

School Aged Children

If you have children we will work as diligently as possible to ensure that your child/or children may stay in the same school they have been attending.

Pre-School:

Lincoln Annex (760) 489-4131

Elementary School:

L.R. Green (760) 432-2260

Oak Hill Elementary (760) 432-2483

Middle School:

Bear Valley Middle School (760) 432-4060

High School:

San Pasqual Valley High School (760) 291-6000

Alternative/Continuation:

Valley High School (760) 291-2240

Childcare

SAMPLE



If you have to be away from your child/children for any reason we will work with you to set up arrangements for appointments where a child's presence is not allowed or all-day appointments. Appointments that are covered are: medical, psychological, TANF, Cal Fresh, legal, and court. You may work with another resident to be responsible for your child/children if you need to be away from your child. You and the resident you are leaving responsible for your child/children will have to sign a baby-sitting contract. The babysitting contract will need to state who is responsible for your child/children's safety and nutriment. The contract will need to have length of time you will be away and a contact number for you in case of an emergency. **Kiicha staff is not liable** for any babysitting contracts between Kiicha residents.

Kiicha Grounds

We ask that you maintain the cleanliness of the front and back yard. This includes cleaning up all the trash and/or cigarette butts. There are trash receptacles located by the garage. Outside noise level must be kept low to not disturb neighbors. When children are outside they may not go out the side gate or play in the driveway. The backyard contains a locked gated area that residents and children are not allowed in. If the gate is unlocked please notify Kiicha staff as soon as possible. Kiicha contracts landscaping services and he is at Kiicha every other Thursday. He is not responsible for any trash, cigarette butts, and toys left out on the property. **Trash pickup day is Tuesday so please have the trash bins down at the end of the driveway by Monday evening.** When we have an overflow of trash it increases the risk of rodents on Kiicha grounds. **Please bring up the trash cans Tuesday evening.** It is not the responsibility of the housekeeper or landscaper to do this.

NO GUESTS

Kiicha is for **Kiicha Residents ONLY!** No visitors are allowed for **any length of time.** Visitors reported or caught on camera **will affect your eligibility to stay in Kiicha.** This is to ensure the safety of all Kiicha Residents.

Only Professionals from legitimate agencies whom you are working with may enter Kiicha. This includes advocates, counselors, case managers, attorneys, etc. If you are unsure which agencies are considered legitimate please ask Kiicha Staff. Please notify Kiicha Staff when you are making appointments at Kiicha as soon as possible.

Transportation

Strong Hearted Native Women's Coalition staff and volunteers as well as Kiicha staff and volunteers are not responsible for transporting Kiicha Residents or their child/children. If you need transportation please contact Kiicha staff/advocate for a bus pass. If you need further assistance contact Kiicha Staff/Advocate for other arrangements. Only Professionals from legitimate agencies whom you are working with, may pick you or your child/children up for appointments. If you are having a friend/family pick you or your children up **the approved location for pickup is the cross street of San Pasqual Valley Road and Park Hill Lane.** This is to ensure the confidential location of the Kiicha. If you are handicapped and/or can't physically walk to the location stated above we will approve a family or friend to pick you up at Kiicha. Any approvals will need to be submitted to Kiicha Staff first for review. Upon approval, they will need to fill out confidential disclosure agreement and you will need to sign a Release of Information. Any Rideshare pickups such as Uber/Lyft **are not** allowed unless they have been **approved by Kiicha Staff.** You may set location for Uber/Lyft at the designated pickup stated above. If you are caught having rideshare pick up at Kiicha, without it being approved by Kiicha, it will affect your eligibility to stay at Kiicha. This is to ensure the confidential location of Kiicha.

Confidentiality Policy

You are not allowed to take pictures of Kiicha. You are not allowed to take pictures or videos of other Residents. Kiicha is a confidential location recognized under California Penal Code 273.7. If you disclose the Kiicha location for any reason, unless 911 for an emergency, your eligibility to stay in Kiicha will be affected.



(a) Any person who maliciously publishes, disseminates, or otherwise discloses the location of any trafficking shelter or domestic violence shelter or any place designated as a trafficking shelter or domestic violence shelter, without the authorization of that trafficking shelter or domestic violence shelter, is guilty of a misdemeanor.

(b)(1) For purposes of this section, “domestic violence shelter” means a confidential location that provides emergency housing on a 24-hour basis for victims of sexual assault, spousal abuse, or both, and their families.

(2) For purposes of this section, “trafficking shelter” means a confidential location that provides emergency housing on a 24-hour basis for victims of human trafficking, including any person who is a victim under Section 236.1.

(3) Sexual assault, spousal abuse, or both, include, but are not limited to, those crimes described in Sections 240, 242, 243.4, 261, 261.5, 262, 264.1, 266, 266a, 266b, 266c, 266f, 273.5, 273.6, 285, 288, and 289.

(c) Nothing in this section shall apply to confidential communications between an attorney and his or her client.

Medical Needs

Please let us know if you have any special needs or require any special medical care. We will make every effort necessary to accommodate those needs. For your safety, please let us know if you have any prescription medications. Please keep these prescriptions medications in your room safe and out of the reach of children. If you have any medications that need to be kept refrigerated we will provide a small room refrigerator to keep them in.

Personal Conduct

There is to be no physical/sexual contact, spanking, hitting, pushing, abusive talk, abusive threats of any kind between residents, resident’s child/children, and Kiicha staff. This will affect your eligibility to stay at Kiicha. We ask that you be considerate and respectful of other residents at Kiicha and Kiicha staff. All residents have escaped an abusive situation and have come here to be safe. Please take care of yourself and your child/children by handling your own goals and issues and trust that others are taking care of theirs.

Office Hours

Kiicha Office 9:00am-4:00pm Monday-Friday
(760) 650-6849

Strong Hearted Women’s Coalition Office 9:00am-4:00pm Monday-Friday
1121 E. Pennsylvania Avenue (760) 644-4781
Escondido, CA 92025

After Hours (760) 650-6849
(760) 522-5632

***Please respect the fact that we conduct business out of the office and may not be present during office hours.**

SAMPLE



Exit Process

Before you exit Kiicha, please meet with your primary advocate to discuss goals and plans after leaving. If you are returning to your relationship we can help you formulate a safety plan and options if the abuse begins again. Upon exiting please leave all Kiicha Property behind in your room. Please also fill out satisfaction survey. This is a confidential form for you to fill out which assists us in ensuring that the quality of service we seek to provide is maintained. Kiicha will hold any personal belongings left behind for up to 60 days. After 60 days, personal belongings left behind will be recycled into donations according to the Personal Belongings Contract you sign upon arrival. Please make sure that you return your house key to Kiicha Staff.

You will be **omitted** from Kiicha for the following:

- **Physical/sexual contact**
- **Spanking**
- **Hitting**
- **Pushing**
- **Abusive Talk**
- **Abusive Threats**
- **Guests**
- **Disclosure of Kiicha location**
- **Drugs and Alcohol Use in Kiicha**
- **Weapons in Kiicha**
- **Taking Photos of Kiicha and Kiicha Residents**

ALL Kiicha Residents have the following rights:

- The right to be treated with consideration, respect, and full recognition of your human dignity and individuality;
- Receive care, and services that are adequate, appropriate, and in compliance with relevant state, local, and federal laws and regulations;
- To participate in developing individual goals and action plans;
- To receive an explanation of services in accordance with the goals and action plans;
- To object to, or terminate, any goals or actions;
- The right to be referred to another provider if Kiicha cannot provide the level of service required;
- To be treated in a manner that is ethical and free from abuse, mistreatment, exploitation, and/or physical restraint;
- Be free from discrimination; including discrimination based on race, creed, color, age, gender, sexual orientation, national origin, marital status, disabilities, and any other classification prohibited under state or federal law including the Americans with Disabilities Act, 28 CFR 35, and the Fair Housing Act, 42 U.S.C.-3604;
- Confidentiality and privacy in all aspects of service and access to one's record as outline in Strong Hearted Native Women's Coalition procedure;
- The right to know what Kiicha guidelines apply to you as a resident;
- Upon request, to obtain an explanation as to the relationship, if any, of Kiicha to any other facility or educational institution insofar as said relationship relates to your care;
- Access to information on financial assistance;



- To have all reasonable requests responded to promptly and adequately within the capacity of Strong Hearted Native Women's Coalition;
- Access to Strong Hearted Native Women's Coalition grievance procedure.

As a resident of Kiicha you have a right to a copy of this document.

Strong Hearted Native Women's Coalition Grievance Procedure

A resident of Kiicha who wants to file a grievance concerning the operations of Kiicha, including but not limited to their goals, discharge and/or change in status, will be able to file a grievance as outlined below without being subjected to any retaliation:

A resident who has a grievance must first meet to discuss the grievance with their primary advocate from outside agency. If no resolution is achieved to the resident's satisfaction, then the resident is to make an appointment with the Kiicha Housing Specialist. If no resolution is achieved to the resident's satisfaction, then the resident is to make an appointment with Program Supervisor. If no resolution is achieved to the resident's satisfaction, then the resident is to make an appointment with the Executive Director of Strong Hearted Native Women's Coalition.

If, when meeting, the Executive Director and resident achieve resolution, no further action is necessary by either party. If no resolution is reached, the resident will be required to submit a letter with a detailed description of the grievance and actions taken subsequent to it, and request an appointment with the President of the Board of Directors of Strong Hearted Native Women's Coalition or Board Designee. The Board President/or Board Designee will meet with the Resident, Resident's primary advocate, and Executive Director. If no resolution is reached during this meeting the resident may request a meeting with the full board. Actions taken by the full Strong Hearted Native Women's Coalition Board are final and binding.

If changes made in this process while you are a resident, you will be notified of those changes by Kiicha staff.

"At Kiicha we work to assist in meeting the special needs of victims of violence. We seek to provide a safe home and to educate those affected by this violence through disruption of life ways. Through education we hope to reintroduce specific traditional tribal value systems that promote and support violent free healthy lifestyles. We are glad that you have made the decision to come and grow with us. Be proud that, by coming into safe home, you have taken an important first step to healing and reclaiming yourself."- Strong Hearted Native Women's Coalition