



Peer Perspective Inc. Resident Handbook
Supportive Recovery Housing for Women and Women with Children
River Falls, Wisconsin

Program Policies Notice

Peer Perspective Inc. is committed to maintaining a safe, stable, and supportive recovery environment. Program rules, expectations, and procedures may be updated whenever needed to ensure safety, structure, and program integrity. Residents will always be informed of changes so they have access to the most current information.

Welcome Letter

Welcome to Peer Perspective Inc. We honor the courage it takes to step into a recovery housing program. Whether this is your first time in supportive housing or one of many attempts at rebuilding stability, your presence here reflects strength, hope, and determination. Our home exists to provide safety, structure, compassion, and community. This is a place to reset your life, find connection, and build the foundation for long-term stability, healing, and independence.

You will be surrounded by other women who understand your journey, as well as recovery coaches and staff who are here to walk alongside you with encouragement and accountability. We believe in your ability to grow and move forward, and we are grateful to support you during this chapter.

Mission and Vision

Mission: To support women and their young children in achieving stability and recovery within a trauma informed, compassionate, and structured environment.

Vision: A community where all women have access to safe housing, meaningful support, opportunities for healing, and the chance to build empowered, independent lives.

Non-Discrimination Statement

Peer Perspective Inc. does not discriminate based on race, ethnicity, age, disability, religion, sexual orientation, gender identity, family structure, socioeconomic background, or justice involvement. Every resident deserves dignity, fairness, and respect.

Program Overview

Our supportive recovery home is located in a five-bedroom duplex in River Falls. The property includes:

- Two full kitchens

- Two living areas
- Multiple shared bathrooms
- On-site laundry
- A spacious yard
- Keypad-secured entry doors
- Shared common spaces for connection and community

This program offers structure, accountability, emotional safety, and life skills development. While the home is warm and supportive, it is still a structured recovery environment with expectations meant to help residents grow.

Program Status and Participation Agreement

Participation in this program does not create a landlord-tenant relationship. This is not a rental property, and residents are program participants, not tenants. Because safety is the top priority, discharge may occur at any time if expectations are not met, if safety is compromised, or if staff determine the home is no longer an appropriate fit.

Decisions are made thoughtfully and fairly, with consideration for the well-being of the entire household.

Who We Serve

We serve women in early recovery, including pregnant women and mothers with very young children. At this time, only children age four or younger may reside in the program.

Participants must be committed to sobriety, willing to live in a community environment, and open to engaging in recovery activities.

Core Values

Peer Perspective Inc. is guided by:

- Dignity
- Respect
- Empowerment
- Accountability

- Safety
- Peer connection
- Trauma informed care

These values shape the culture of the home and the expectations of daily living.

Trauma Informed Philosophy

Many residents have experienced trauma, instability, or adversity. We use a trauma informed approach which focuses on:

- Emotional and physical safety
- Choice and autonomy
- Collaboration and shared decision making
- Cultural humility
- Empowerment through strengths and support

We aim to meet each woman where she is, believing healing happens through compassion and structure.

Resident Rights

Residents have the right to:

- Live in a safe and sober environment
- Be treated with dignity and respect
- Have their privacy protected
- Express concerns without retaliation
- Receive clear explanations and fair treatment
- Access support, coaching, and resources

Grievance Procedure

1. Talk with staff directly if possible.

2. If unresolved, submit a written grievance to the Program Director.
3. A written response will be provided within five business days.
4. If still unresolved, the concern may be reviewed by organizational leadership.

Grievances never result in punishment or retaliation.

What Residents Can Expect

Residents can expect:

- A structured, stable, and supportive home
- Access to peer support and recovery coaching
- Accountability and encouragement
- Assistance with employment, life skills, and parenting support
- Support in accessing community resources
- A community focused on recovery and healing

Financial assistance for program fees may be available depending on eligibility.

Admission Process

Admission includes:

- Inquiry
- Application
- Background check
- Screening interview
- Review of expectations
- Signing releases of information
- Orientation
- Move-in

Approval is based on program fit and safety considerations.

Orientation and First 30 Days

During the first month, residents will receive:

- Emergency procedures
- Door code instructions
- A copy of all expectations
- The chore schedule
- Recovery meeting expectations
- Time with a recovery coach
- A personal support and goal plan
- A buddy to help with transition

The first 30 days focus on building stability, comfort, and routine. During the first 15 days of participation, residents are in a stabilization period with limited time away from the home. This period supports structure, strengthens recovery supports, and ensures a safe transition into the program. Additional details are outlined in the Passes and Time Away From the Home section.

Buddy System

Each new resident receives a peer buddy who:

- Helps explain routines
- Answers questions
- Encourages positive peer connection
- Provides support during transition
- Helps reduce anxiety and confusion

Program Expectations and Daily Living

Residents are expected to:

- Maintain sobriety at all times
- Treat others respectfully
- Engage in recovery activities
- Complete chores
- Follow all program rules
- Communicate clearly and respectfully
- Participate in a cooperative community environment

Shared living requires responsibility, honesty, and consideration.

Meetings and Recovery Requirements

Residents must attend at least **three recovery-focused meetings each week**. Approved options include:

- AA or NA
- SMART Recovery
- Celebrate Recovery
- Church-based groups
- Recovery cafés
- Peer support groups
- Sponsor or mentor meetings
- Treatment-recommended services

Building a strong sober support network is essential to long-term stability.

Recovery Coaching and Peer Support

Recovery coaches support residents with:

- Goal setting

- Emotional support
- Job search assistance
- Resume building
- Life skills development
- Accountability
- Problem solving
- Resource navigation

Residents are encouraged to meet regularly with their coach.

Employment, Volunteering, and Progress

Residents must complete a **minimum of 20 hours per week** of:

- Employment, or
- Approved volunteer service

Childcare responsibilities, treatment schedules, and court obligations are taken into consideration. Staff help residents find job opportunities, build resumes, prepare for interviews, and identify volunteer placements.

Consistency and effort are key expectations.

Financial Expectations

Peer Perspective Inc. uses a sliding scale fee structure to ensure that our program remains accessible to women and families while maintaining the resources needed to operate a safe and supportive recovery environment.

Program fees are based on our contracted rate structure with county partners. Individuals who are enrolled through county programs may have fees covered or reduced through those contracts, depending on the specific funding arrangement.

For residents entering as self pay participants, discounted rates are available. We work with each resident to determine a reasonable monthly fee based on their financial situation, level of need, and available community resources. No resident will ever be denied participation solely due to an inability to pay the full rate.

Because funding environments may shift over time, program fees are subject to adjustment if county contracts, reimbursement structures, or financial partnerships change. In the event that adjustments become necessary, residents will receive advance notice along with information about financial assistance options, payment plans, or revised sliding scale determinations.

Our goal is to keep services affordable and transparent while supporting long term sustainability for the program.

Medication Policy

Residents may use prescribed medications, including MAT. Requirements include:

- All medications must be kept in a locked personal lockbox
- Residents must provide a complete medication list
- Releases must be signed for prescribing providers
- Medication misuse or sharing is strictly prohibited
- Staff may request medication counts for safety

Zero Substance Policy

The home is entirely substance free. The following are prohibited:

- Alcohol
- Illicit drugs
- THC or synthetic substances
- Paraphernalia of any kind

Breathalyzers, urinalysis, and room checks may be used as needed. Violations may result in discharge.

Contraband

Residents may not possess:

- Weapons

- Harmful or dangerous items
- Drug paraphernalia
- Candles, incense, or open flame items
- Wax warmers
- Space heaters
- Heated blankets
- Any fire hazard devices

These policies protect everyone in the home.

Naloxone Policy

Naloxone is stored onsite for emergency overdose response. Residents will be shown:

- Where it is located
- When it should be used
- How to contact emergency services

Security and Door Access

All entry doors use keypad locks. Each resident receives a personal code that must not be shared. Doors must remain locked at all times for the safety of residents and children.

Smoking and Vaping Policy

Smoking and vaping are allowed only outside in designated areas. They are not allowed inside the home at any time. Smoking materials must be disposed of properly.

Curfew

Curfew is set at 10 pm unless modified by probation, drug court, treatment providers, or other legal requirements. Residents must be in the home by curfew unless prior approval is given.

Cleanliness and Housekeeping

Residents must:

- Keep bedrooms and common spaces clean
- Label food
- Flush only toilet paper
- Clean kitchen areas immediately after use
- Keep children's belongings organized
- Complete weekly chore assignments
- Maintain respectful use of laundry areas
- Take out trash and recycling as assigned

A clean home ensures safety, comfort, and harmony for everyone.

Kitchen and Food Storage

Residents must:

- Label all food items with name
- Store food neatly and safely
- Clean counters, dishes, and appliances after use
- Dispose of expired food regularly

Technology, Noise, and Devices

To promote respect and healthy sleep:

- Phones may be used in bedrooms only with headphones
- Televisions, laptops, tablets, and gaming systems are not allowed in bedrooms
- Device use should take place in common areas
- Volume on all devices must remain respectful

Parking

Limited off-street parking is available. Residents must comply with:

- City parking rules
- Winter odd-even parking requirements
- Approved parking locations

Vehicles must be legally registered and safe to operate.

Visitors and Boundaries

All visitors must:

- Receive staff approval before visiting
- Pass a background review if requested
- Stay in designated common areas only

No overnight visitors are allowed. Visitors may never enter bedrooms.

Children and Family Expectations

Only children age four and under may reside in the home. Parents must:

- Supervise children at all times
- Maintain routines and safe sleep practices
- Keep belongings organized
- Ensure toys and supplies are stored safely
- Respect shared spaces

Staff can help connect families to early childcare, WIC, healthcare, and support programs.

Emergency Procedures and Severe Weather

Residents will receive:

- Fire evacuation procedures

- Tornado and severe weather instructions
- Power outage steps
- Emergency contact information
- Evacuation diagrams posted throughout the home

These procedures must be followed immediately during emergencies.

Safety, Maintenance, and Incident Reporting

Residents must report:

- Unsafe behavior
- Damage to property
- Broken locks or appliances
- Injury or medical incidents
- Conflicts requiring staff support

Staff will complete incident documentation as needed.

Legal Compliance

Residents must comply with all legal requirements including:

- Probation
- Parole
- Drug court
- CPS or CHIPS plans
- Treatment recommendations

Releases of information are signed during intake.

Passes and Time Away From the Home

Because structure and stability are essential in early recovery, all time away from the home must be planned in advance and approved by staff. Passes are a privilege based on safety, participation, and progress in the program.

No passes are allowed during the first 15 days of residency.

This initial period is dedicated to establishing routine, building connection, stabilizing recovery, and becoming familiar with expectations. Residents must remain on-site unless attending required treatment, legal obligations, or approved appointments.

After the first 15 days

Residents may request passes to visit family, spend time with children, or attend personal events, as long as the following conditions are met:

- The pass must be requested **in advance**, giving staff enough time to review and determine approval.
- Passes must align with treatment recommendations and personal recovery needs.
- The resident must be meeting program expectations, attending meetings, completing chores, and demonstrating consistent sobriety and stability.

Legal Approval Requirements

If a resident is involved with:

- Probation
- Parole
- Drug court
- CPS or CHIPS
- Any other legal supervision

the resident must obtain **approval from the appropriate supervising agency** before any pass will be considered. Proof of approval must be provided to staff.

Staff Approval

Final approval of passes is made by program staff based on:

- Safety and risk considerations
- Resident progress and participation
- Legal requirements

- Community impact and household stability

Passes may be denied or modified if concerns arise regarding safety, relapse risk, scheduling conflicts, or program compliance.

Expectations During Passes

Residents must:

- Return on time
- Maintain sobriety
- Communicate any delays or emergencies immediately
- Follow all program and legal expectations during their time away

Failure to return on time, failure to maintain sobriety, or dishonesty regarding pass activities will result in loss of pass privileges and possible discharge from the program.

Staff Roles and Boundaries

Staff maintain professional boundaries. Staff may not:

- Loan money
- Develop personal relationships
- Accept gifts
- Provide unapproved transportation
- Socialize outside program boundaries

These boundaries protect residents and staff.

Resident Participation in House Input

Residents are encouraged to share input and suggestions. Staff value resident voice, but final decisions are made by staff to ensure safety and consistency.

Discharge Criteria and Process

Residents may be discharged for:

- Substance use or possession
- Violence or threats
- Medication misuse
- Repeated rule violations
- Unauthorized visitors
- Safety risks
- Refusal to participate in expectations

When appropriate, staff may offer a written improvement plan. Immediate discharge may occur for serious safety issues.

Discharge and Transition Planning

Staff assist with:

- Housing referrals
- Job planning and employment
- Childcare resources
- Continued recovery planning
- Community resources

The goal is a smooth and supportive transition toward independence.

Community Resources

Residents receive information about:

- Childcare and parenting supports
- Healthcare providers

- WIC and food programs
- Job centers and employment services
- Counseling and mental health services
- Crisis hotlines
- Local recovery programs

Contacts and Support Team

Residents will meet the Program Director, Peer Support Specialists, and Recovery Coaches during orientation. Contact information will be provided for ongoing support.

Medication and MAT Agreement

Residents agree to disclose all medications including prescriptions, MAT, over the counter items, and supplements.

MAT is allowed and must be stored in a locked personal lockbox.

All medications must be stored in original containers and secured at all times.

Residents agree to take medications only as prescribed and comply with medication counts.

Prohibited items include THC products, kratom, synthetics, and non-prescribed controlled substances.

Medication information is confidential and shared only with authorized parties.

I understand and agree to follow the Medication and MAT Agreement.

Signature: _____ Date: _____

Printed Name: _____

Grievance Process

Peer Perspective Inc. encourages open communication and believes concerns should be addressed in a respectful, solution focused way. Residents are welcome to share concerns at any time. The grievance process helps ensure every resident has a safe and fair way to resolve issues.

1. Start with the House Manager

Residents should first bring their concern to the House Manager. We encourage concerns to be discussed in person so communication is clear and both sides can work toward a solution.

2. Submit the Concern in Writing

If the issue cannot be resolved through direct conversation, the resident may submit a written grievance. Written grievances should include:

- The concern or issue
- Any steps already taken to resolve it
- What outcome the resident is requesting

Written concerns may be given to the House Manager or the Program Director.

3. Review Committee

If additional support is needed, the concern will be reviewed by the Review Committee. The committee may include:

- Program Director
- Designated staff or leadership members

The committee will review all information and provide a written response within a reasonable time frame.

4. Follow Up and Resolution

A follow up meeting may be scheduled to review next steps and ensure the resident feels heard. Staff will work with the resident to support a resolution whenever possible.

5. No Retaliation

Residents will never be punished, denied services, or treated differently for filing a grievance. The process is designed to protect fairness, dignity, and safety for everyone.

Work and Participation Expectation

Residents are encouraged to work toward consistent employment or approved volunteer service during their time in the program. The goal is for each resident to build stability, routine, and independence at a pace that supports their recovery.

Peer Perspective Inc. encourages residents to work up to 20 hours per week within the first 90 days of participation. This expectation is flexible and takes into consideration:

- Childcare needs
- CPS or CHIPS requirements
- Court or legal obligations
- Health or mental health concerns
- Treatment schedules
- Documented efforts to seek employment
- The resident's overall progress and participation in the program

Residents who are unable to meet work hours right away are expected to communicate with staff, show consistent effort, and participate in alternative productive activities such as volunteering, classes, or approved appointments.

The purpose of this guideline is to support growth, accountability, and long term stability. Staff will work with each resident to build a realistic plan based on their needs, strengths, and personal goals.