

# **RENEW's Policies, Programs & Procedures for the Referral & Sheltering of Clients**

**BEFORE RENEW CAN ACCEPT ANY CLIENTS FOR SHELTER REFERRAL THE REFERRING ORGANISATION MUST READ THIS DOCUMENT AND COMPLETE THE INFORMATION AND SIGNATORY SECTION.**

RENEW provides a holistic approach to the protection, recovery and reintegration of our sheltered based clients through social ecological interventions of empowerment.

RENEW's policies, programs and procedures for referrals from governmental and non-governmental organisations for the purpose of sheltering female victims of prostitution and/or trafficking are as follows:

## **On intake:**

1. On intake referral agencies must produce ALL (original) documents concerning the client (including any legal documents, case history, and medical records) – all these documents (original) must be handed over if the client is accepted into RENEW's shelter program.
2. Referral organisations must also inform RENEW of other pertinent information that has not been documented about the client.
3. RENEW will also conduct a one-on-one interview and needs assessment of the client.
4. Based upon points 1-3 above, RENEW will decide if the candidate is eligible for shelter.
5. If YES then a shelter contract between RENEW and the client will be signed – we also recommend that the referral organisation reads the contract to clearly ascertain what will be provided *for* and what will be expected *of* the client.
6. If NO (the client is not eligible for shelter) RENEW will assist the referral agency through our network of shelters if the referral agency wishes.

## **After Intake:**

1. RENEW will take the primary or sole responsibility for meeting the holistic needs of the sheltered client/s.
2. RENEW has developed a network with other NGOs that share our vision and mission statements (RENEW is a Christian Faith Based Foundation) – when we are unable to provide for certain needs of our sheltered clients we use this network for support.
3. If the referring agency wishes to continue to play a key role (i.e. assisting in one or more of the programs of recovery) a MOA must be developed and agreed upon before any referral can be made to RENEW.
4. However, if the referral organisation initiates programs that would be of benefit to the client AFTER INITIAL INTAKE a separate MOA must be developed and

- agreed upon clearing indicating the background and reasoning behind the project, detailed information about the content of the program and what roles will be played by each agency.
5. RENEW will keep the referral organisation up to date with the progress of the sheltered client/s if requested to do so and if authorised/permitted to do so by the sheltered client.
  6. RENEW does not have a limit on the length of time a sheltered client can remain at RENEW as each individual will progress at different rates. Regular assessments are conducted and a collective decision (between RENEW and the client) will be made, based upon numerous factors, as to when it would be best to move into the reintegration stage (i.e. exiting the shelter).

**Support provided by RENEW during sheltered period:**

- Shelter (bed space, food, clothes, linen etc)
- Legal assistance
- Education (non-formal, formal schooling incl. college and university)
- Childcare and support
- Income (daily allowance and personal allowance plus livelihood income)
- Family support
- Vocational training
- Personal development
- Evidence Based Therapeutic Interventions: PLEASE READ THIS CAREFULLY

Primal therapy is the core of RENEW's rehabilitative practice. It divides basic human needs into two categories. The first covers physiological or biological needs that are required on a continuous basis for the sustainment of human life, such as food and shelter. The second category includes psychological, mental and spiritual needs. These represent the social dimension of the human being. When either of these needs are denied to a person they undergo a '*traumatic experience of pain*'. The manifestation of this pain is contingent on how the person is conditioned. Society continues to encourage the suppression of 'inappropriate emotions' – i.e. to suppress one's feelings of pain and suffering. Primal theory argues that the repression of this pain does not allow the individual to come to terms with it.

**The practical application of Primal Therapy**, known as feeling therapy, or emotional expression therapy, looks beyond the coping strategies and tackles the underlying pain. It maintains that ignoring the pain does not make it go away. In order to exorcise it primal therapists argue that it must be expressed in a supportive atmosphere. The vital preparation is through affirmation therapy whereby a client is helped to strengthen her self appreciation and esteem by being made to feel accepted, trusted, understood and a person of value within the therapeutic community. The client feels empowered and supported and is able to face the challenge of the rising emotions of pain as memories are renewed of past hardships, suffering, abuse, or neglect. These have to be allowed to percolate to the surface of consciousness and bubble out in emotional expression, such as

crying, weeping, screaming in pain, pounding the floor or walls as if retaliating against her abuser.

This experience of descending into the past and re-experiencing the painful events of abuse or rejection can reach deeper levels and the client can become oblivious of the present and pass into the experience of the past. It is this reliving the past traumatic experience in a trusting and supportive environment with the therapists that are a healing process. The tension is released from being bottled up. In time, after many such sessions, (each client has different needs and different number of sessions personality change occurs) the open personality and strong character emerges.

**Support provided by RENEW during and after the Reintegration stage:**

- Transition seminars and counselling (concerns, worries etc)
- Employment
- Income (including a grant and relocation package if necessary)
- Safe housing
- Family support (incl. microfinance interventions)
- Regular visitations
- Emergency assistance

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**INFORMATION AND SIGNATORY SECTION**

**Date:**

**Name of client/s:**

**Name of Referral Organisation:**

**Name of Employee:**

**Address of Referral Organisation:**

I \_\_\_\_\_ (EMPLOYEE NAME) from \_\_\_\_\_  
(REFERRAL ORGANISATION) agree to the above shelter policies, programs and procedures of RENEW Foundation in regards to the referral case/s of client/s named above.

\_\_\_\_\_  
**SIGNATURE OF EMPLOYEE**

\_\_\_\_\_  
**RENEW STAFF SIGNATURE**