



# FIELDS OF HOPE

## *Client Handbook*

A publication of  
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*Dear New FOH Client,*

*We are so excited that you have taken this time to learn more about our program. We have been praying for you and we feel so blessed that our paths have crossed.*

*We realize that being a client at FOH will be the beginning of your journey. Our hope is that during your time with us, we can support, encourage, and challenge you. We want to love you through showing you grace and mercy along with lovingly holding you accountable to healthy boundaries. It is our utmost desire for your life to be transformed so that you can complete and leave the FOH program with a sense of empowerment and an identity that is your own.*

*This Handbook is yours to keep. It includes FOH expectations and many other items which we thought may be helpful to you. Please feel free to ask us any questions that you may have.*

*We will be praying for you during this transition time and hope to be able to meet you soon!*

*Warm Regards,  
Fields of Hope Team*

## **Welcome**

On behalf of Emily Fitchpatrick, President and Founder of On Eagles Wings Ministries, and especially the ladies in the Fields of Hope Program, *"Welcome to the On Eagles Wings Ministries family! We are truly blessed that you have opened your heart to serve the Lord with us!"*

OEWB is a non-profit Christian organization based out of Charlotte, North Carolina. OEWB began in 2008 as an outreach ministry to women in the commercial sex industry.

## **Background**

On Eagles Wings Ministries (OEWB) was established as a nonprofit in March of 2008. OEWB is a 501(c) 3 tax exempt organization. The OEWB Mission is to restore females that have been sexually exploited through the commercial sex industry with emphasis on prevention, outreach, empowerment, and aftercare. Emily Fitchpatrick is Founder and Executive Director. As spokesperson for OEWB, Emily actively educates the public about domestic sex trafficking. She offers presentations and workshops to churches, community groups, youth groups and colleges. Emily has also helped educate the public through various radio, television, and print, including national recognition in *Christianity Today* magazine and a segment on *CBN's 700 Club*. Emily was invited to speak before members of Congress in Washington D.C., at a caucus briefing on Domestic Minor Sex Trafficking. She has also been the recipient of several awards including the Good Samaritan Award by the Trafficking in America Task Force and the FBI's Director Community Leadership Award.

OEWB began as an outreach to women in the adult entertainment industry in 2007. They learned very early on that some of the women employed by the clubs were victims of sex trafficking and were not there by choice. Emily read a report in 2008 written by Shared Hope International about the commercial sexual exploitation of U.S. Children. This report documented evidence of child trafficking in the U.S., suggested that average entry age was 13 years old, and indicated 300,000 youth were either being trafficked or were at high risk. The report specified there was a severe lack of shelter for these children and many of them were being held in juvenile detention centers and treated as criminals. OEWB felt compelled to respond to this need. In 2009, through partnerships with service providers, law enforcement, community members, and Shared Hope International; OEWB launched the OEWB Hope House a holistic, residential care program for domestic minor victims of sex trafficking. It was the first faith based home in the U.S. for this population. Since then, the OEWB team has established an effective network of programs under the OEWB umbrella. In addition to the OEWB Hope House, OEWB launched Youth 4 Abolition, Rahab's Hope and Fields of Hope. Youth 4 Abolition focuses on prevention and education of youth to protect them from falling prey to a trafficker. Rahab's Hope offers a survivor assistance fund to provide for emergency and educational needs for survivors across the country. Fields of Hope offers survivors (ages 16 and up) paid educational fellowships in which they make hand-made products, learn job skills training, and valuable leadership skills while working in a safe, nurturing environment under the care of specially trained mentors. Fields of Hope has job sites in North Carolina and Florida.

OEWB is staffed by full time, part time, and volunteer staff. OEWB operates under the guidance of a Board of Directors. The OEWB Hope House is licensed by the NC Department of Social Services. The OEWB headquarters is located in Charlotte, NC. The services offered by OEWB are critical and address the complex needs that survivors of sex trafficking have as they move forward. Research indicates that the needs for the OEWB services are growing across the U.S. and internationally, as human trafficking is the second fastest growing criminal industry in the

world. The U.S. Department of Justice confirms that the average entry age into prostitution in the U.S. is just 13 years old. The National Center for Missing Children confirm that their most conservative numbers indicate that over 100,000 children are being sold at any given time here in the U.S..

### **Mission**

OEWB seeks to prevent females from falling victim to sex trafficking, offer assistance to those still trapped, and restore those who have survived by offering hope, empowerment, and a brighter future.

### **Vision**

The OEWB vision is to offer female survivors of sex trafficking opportunities to move beyond the pains of their past and began to soar with new hope for their future. We embrace our Survivor Commitment and stand by it as we changes lives, one at a time. *Our Survivor Commitment:* We are committed to operating with a standard of excellence. We are committed to your safety and security, allowing you to achieve your goals without fear. We do not believe in an institutional type setting; we strive for a family environment built on trusting relationships developed over time. We strongly believe that you have a voice and strive to empower you to make healthy choices. We offer specialized programs that understand commercial sexual exploitation and model a holistic, trauma informed approach. We believe that Christ is the ultimate source of our healing and restoration. Although we are a faith based program, we do not discriminate or force you to share in our beliefs. Most importantly, we believe you were created for a purpose. We believe in you. We value you. We are here for you - *no matter what!*

### **Core Values**

Faith - we will be full of faith, trusting completely in Christ.

Love - we will love our maker first, and then love those he surrounds us with.

Purity - we will have purity in our thoughts, action, and speech.

Compassion - we will walk in compassion, helping the helpless and those whom the world often rejects.

Forgiveness - we will forgive no matter the cost, holding no wrong against others.

Integrity - we will say what we mean and mean what we say, walking with truth on our lips.

Risks - we will take risks and walk by faith.

Ethics - we will practice biblical, honest, business practices.

Dignity - we treat our staff, volunteers, donors, and those we serve with dignity and honor.

### **Referrals & Admittance Requirements**

It is our desire at FOH to be open to all referrals. Referrals may originate from other non-governmental organizations, law enforcement, FBI, or the judicial system. However, FOH recognizes that our program may not be the best fit for every victim and reserves the right to deny acceptance to any applicant we feel would not benefit from participation in the program. FOH is a voluntary program; therefore, clients must be willing and ready for change in their lives. *We will only accept clients who have a desire to be a part of our program.* FOH staff will lovingly walk alongside any client through their hopeful transformation but also requires a desire for that transformation to be present in the client before admittance to the FOH program. It is our desire that every client receive the best opportunities available for them, no matter where they are in their journey.

## **Application Process**

The application process must be completed before a client is accepted to FOH. All information *must* be received 10 days prior to the FOH Fellowship start date.

## **Probation Period**

All clients will undergo a 1 month Probation Period upon admittance into the program. If the FOH Director feels that the client is not a good fit for the program during the Probation Period the client will be asked to leave and may re apply after a 3 month period.

## **Other Requirements**

We require that FOH applicants be connected and actively participating in a counseling program. We require the counselor's signature on the application. If the counselor informs us that the client is missing sessions, we reserve the right to release the client from the FOH Fellowship Program. We feel that it is very important for our clients to receive the therapeutic support they need outside of the FOH program.

## **Upon Acceptance**

Upon acceptance to and arrival to the FOH site location, clients will be thoroughly checked-in (each day before starting and after lunch break if the client leaves property), which includes a brief physical person search (clients will remain fully clothed, and will not be touched by anyone). Personal belongings are NOT permitted in the working areas of the FOH site.

## **Unapproved items**

Any aerosol products

Expensive items such as digital cameras, laptops (iPods and mp3 players can be used if not creating a distraction and must be off during class instruction time)

Pictures and clothing with inappropriate material (alcohol, drugs, sexual material)

Alcohol, Illegal Drugs (or paraphernalia)

Tobacco - smoking breaks can only take place outside of FOH facility and in designed smoking areas (we cannot guarantee that all FOH sites will have smoking areas)

Sharp objects

***Other items such as cell phones, purses, keys, wallets, and anything of cash value will not be allowed in the working areas. The FOH staff will be happy to store these items in a bin and they can be returned at the end of the day (and on lunch break if needed).***

## **Safety & Security**

It is of utmost importance that a safe environment is created and maintained for all those at the FOH site location. We place strong emphasis on security.

All staff, and most volunteers, are female. There is a small group of male volunteers who occasionally perform duties, but do not have interaction with FOH clients without female staff present.

All volunteers and staff are given a criminal background check and complete a specialized training program prior to becoming a volunteer. All volunteers/staff, as well as anyone who enters the FOH site location, will be required to sign a confidentiality agreement. Visitors to the FOH site location must be pre-approved by FOH staff.

Authorities will be notified of any suspicious behavior or of any potential security threats immediately.

FOH staff reserves the right to conduct periodic searches if there is suspicion that unapproved or illegal items have been brought into the FOH site location.

FOH reserves the right to decline admittance to any possible client with known gang affiliations. There will be no prompting other girls to join a gang, and there will also be no wearing or referencing gang colors or symbols while at the FOH site location.

### **Statement of Confidentiality**

FOH clients, whether past or current, have the right to privacy regarding their involvement with FOH. Any disclosing of information pertaining to a client will be limited to FOH Staff and those directly involved in the care/or case of the client.

### **Attendance Policy**

Regular attendance and punctuality are essential for the smooth operation of Fields of Hope. Therefore, we have developed the following Attendance Policy.

#### **A. Definitions**

1. **Excused Absence:** An absence is excused if it is preapproved by the Fields of Hope Site Manager and an Absence Form has been completed

**For an Absence to be considered Excused a note from a Doctor, Counselor, Case Manager or Teacher needs to be provided.**

2. **Unexcused Absence:** An unexcused absence is any absence that is not preapproved by the Fields of Hope Site Manager.
3. **No Call/No Show:** FOH clients must report their absence each day: failure to do so is considered a no call/no show.

**A no call/no show will be counted as 4 Unexcused Absences.**

4. **Tardy:** Tardiness occurs when a FOH client is not present and ready to begin work on time.

**Any FOH client who has more than 4 Unexcused Absences or 5 Tardiness in a 90 day period will be asked to leave the Fields of Hope program.**

**Once a FOH Client has been asked to leave the Fields of Hope Program they will not be eligible to re-apply until the start of the next 3 month term.**

**If a FOH Client does re-apply they may or may not be accepted. This determination will be made by the Fields of Hope Director and Site Manager**

## **Incomplete Work Day**

If a client is asked to leave the Fields of Hope work Site due to inappropriate conduct and/or actions that result in a Write Up they will only be paid for time worked.

## **Holidays**

The following will be paid Holidays **ONLY IF** they fall on a Fields of Hope workday.

New Years Eve

New Years Day

Good Friday

Easter Monday

July 4th

Christmas Eve

Christmas Day

## **Threats/Physical Violence**

Behavior that compromises the safety of self or others will not be tolerated at FOH at any time or for any reason. Examples of Verbal Violence include but are not limited to: threats, intimidation, taunting, etc. Examples of Physical Violence include but are not limited to: hitting, kicking, punching, biting, shoving, etc.

Should a client cause damage to FOH property, the client shall be responsible for correcting/making restitution for damage.

FOH will take violation of these policies very seriously and any client who is not in accordance with these policies could be subject to disciplinary action which may include the filing of legal charges and/or dismissal from FOH.

Committing a violent act against another person in FOH will result in immediate expulsion from the program and the property – up to and including immediate arrest of attacker.

## **Sexual Behavior/Contact**

Sexual behavior/contact will not be allowed while at FOH. It is our desire for FOH to be a refuge from our sexual culture and for clients to feel safe from any further abuse or exploitation.

Examples of sexual behavior include but are not limited to: sexual comments toward other residents, written sexually inappropriate communication, sexual gestures toward others, exposing body parts, kissing, touching of any body parts.

FOH will take violation of these policies very seriously and any client who is not in accordance with these policies or who conceals the knowledge of violation of these policies by another client could be subject to disciplinary action which may include the filing of legal charges and/or dismissal from FOH.



## **Drugs and Alcohol**

No client should be in possession or use of alcoholic beverages or illegal substances while at FOH. Any prescription or over-the-counter medication must be stored in the bin by staff. FOH staff cannot administer meds. FOH staff reserve the right to ask a client to submit to random drug testing at any time. FOH will take violation of these policies very seriously and any resident who is not in accordance with these policies or who conceals the knowledge of violation of these policies by another resident could be subject to disciplinary action which may include the filing of legal charges and/or dismissal from FOH.

## **Smoking/Tobacco Use**

The FOH working site maintains a smoke/tobacco-free environment. FOH understands that this may be a struggle initially for our clients and our staff is willing to assist in finding healthy alternatives to tobacco use. If there is a designated smoking area at the FOH site location, the client may take up to 3 (5-minute) smoke breaks per day.

## **Church Attendance Policy**

Refusal to attend church services will in no way result in any form of disciplinary action. FOH clients are not required to share any religious beliefs that we profess in order to be eligible for participation in our program. However, it is important to note that all of the FOH staff and volunteers are in agreement with the faith statement of On Eagles Wings Ministries, a Christian organization. We do not facilitate other religions.

## **FOH Code of Conduct**

Part of the requirements of participating in FOH is personal responsibility. As a FOH client, each individual will be required to be responsible for picking up after themselves and keeping all areas of the FOH site location clean and tidy at all times.

### *Resident/Leadership Respect*

Respecting others is very important and a boundary that we highly regard here at FOH. We put an emphasis on respect for others including staff, volunteers, and other clients in the program. This means to respect FOH property, their own personal space, and property of others as well. The following areas of respect will be upheld for all clients:

Personal – property, integrity, morals and values

Verbal – attitudes, appropriate and inappropriate language

Physical – personal space, body

Emotional/Relational – relating to others, respecting others opinions

### *Manners*

Good manners are another form of respect both for clients and for others. It is also a sign of healthy boundaries between people. Proper manners will include the following:

Being polite and kind and all times

Excusing themselves when interrupting or wanting someone else's attention



Using “please” and “thank you” when appropriate

Letting others go/speak first

### **Hygiene Guidelines**

*Shower* – Clients must shower before coming to the FOH site location.

*Piercings* – No piercings above “12-gauge” will be permitted at any time while working at the FOH site location.

*Dress Code (Clients, Staff, Volunteers)*

Shorts – must be fingertip length.

Skirts – must be fingertip length.

Shirts – no cleavage, no tube tops, no bare midriffs.

Excessively tight/revealing clothing will not be allowed.

See-through clothing will not be allowed.

Underwear/Bras must be worn at all times and not visible.

High Heels – no higher than 2 inches. Exception to this rule will be considered if being worn with jeans.

Clients must be dressed (no pajamas or robes).

**FOH can assist clients with obtaining appropriate clothing and hygiene supplies if needed.**

### **Stealing**

Stealing will not be tolerated at the FOH site location at any time. Clients who choose to steal could be subject to disciplinary action including but not limited to restitution, removal from the program, arrest and the filing of legal charges.

### **Borrowing/Lending**

Borrowing will not be allowed between clients without prior approval from FOH staff, and only for special circumstances/occasions.

Lending money will not be allowed at any time between clients.

### **Gifts**

Small gifts may be allowed between residents with prior approval from FOH staff.

### **Money**

Clients will only be allowed to have \$20 maximum on their person while at the FOH site location.

## **Rights & Grievances**

### **Rights**

FOH guarantees rights for each client. These rights include:

Freedom of thought, conscience and religion.

The right to have her opinion heard and included in decisions that affect her life.

Adult supervision, support, and guidance.

Freedom from any abusive or inhumane treatment. Clients will be protected from all forms of sexual exploitation or abuse.

Assistance with adequate and appropriate medical treatment if needed.

Assistance with finding housing, food and clothing.

The right work in clean, safe and comfortable site location.

Participation in all educational programs, which will maximize her learning potential.

The right to communicate feelings in an appropriate manner, honoring the code of conduct.

The right to meet with physician, clergy or attorney.

### **Grievances**

FOH will make grievance forms available to any client upon request. FOH will respond to any grievances filed by a client in an appropriate and timely manner.

### **Program Completion**

Clients will be eligible for program completion once they have completed all of the levels in the FOH 1 year program. Prior to graduation, FOH staff will begin to have discussions with clients about next steps. If FOH staff agrees that the client has met all of the program requirements, clients will be informed and a ceremony will be held every quarter for graduates. Clients will then be granted a Certificate of Completion of the FOH program.

### **Dismissal Procedure**

Dismissal from FOH could possibly occur under the following circumstances:

Clients have been determined to be a negative influence on the rest of the clients in the program and have become detrimental to the progress of other clients.

Clients commit a felony or misdemeanor or commit an act that would project a negative connotation upon FOH from the community.

Clients have more than 4 unexcused absences and more than 5 late arrivals per semester.

The Staff determines that FOH is not meeting the client's needs and that another program would be in her best interest.

Client compromises the safety of herself or others.

## Staff Decision

The dismissal, for whatever reason listed above, will only occur after a Staff consultation between the following people:

President

Vice President

One other Board Member

FOH Directors

Case Manager/Counselor

*“You can’t help someone up a hill without getting closer to the top yourself.” Norman Schwarzkopf*

*You may not have been given the opportunity to make your own choices in your life before entering the FOH program, because of other voices telling you what to do or what not to do. Through this type of guidance and instruction, we want to help you to develop your own “inner voice” so that you can learn to make positive choices. All staff will strive to show consistency in enforcing the structure and boundaries of the program. We desire for you to be shown consistency through appropriate boundary setting and enforcement balanced with grace and mercy. Just as God holds us to certain boundaries to both protect us and show us His love, we hope to be an example of this to you during your time with us.*

*“If you show people the way, people will want to follow you. The higher you go, the greater the number of people who will be willing to travel with you.” John Maxwell*

## Therapy and Mentors

### A. Therapeutic Team

Throughout the course of your time at FOH we require you to participate in therapy. We can help arrange this, or you can do it on your own. We require your therapist to sign off on the application in approval for your participation. We also require the therapist to report any missed sessions to us. If the counselor informs us that the client is missing sessions, we reserve the right to release the client from the FOH Fellowship Program.

### B. Mentor Program

Within 1 week of starting the FOH program, you will be assigned a mentor. This mentor will serve through supporting, encouraging, challenging, and walking alongside of you throughout your time at FOH. They will help you set goals and hold you accountable to your change plan.

## Accountability and Job Performance Reviews

In any future job, you will be held accountable to the standards of the company and the job duties outlined in your job description. At FOH, we seek to prepare you for success in your future endeavors. Personal success and leadership comes when you consistently demonstrate three things:

- 1) Initiative: You have to ***get up*** to go up!
- 2) Sacrifice: You have to ***give up*** to go up!
- 3) Maturity: You have to ***grow up*** to go up!

**At the end of each month** you will be given a job evaluation. This will be given to you in the form of a written report and will be reviewed with you by your Site Manager. The job evaluation will be based on your performance in the areas of **Initiative, Sacrifice, and Maturity**. The report will be yours to keep and you can use it to your benefit as you apply for future jobs if it's a good report! References are very important to companies as they seek to hire the right employee. A good job reference can often times outweigh experience. Often times, managers are willing to train an inexperienced person who has the right attitude and good references!

### **Write-Up System**

At FOH we use a write-up system. We allow three write-ups before dismissing you from the program. Please note, we can dismiss you without any write-ups if you are making verbal or physical threats, caught stealing, present a safety concern to the site location or cannot abide by the Attendance Policy. Examples of actions that warrant a write up include (but not limited to):

- Refusing to do what is asked of you.
  - Leaving the Site Location without permission from the Site Manager.
  - Being a negative influence on the team.
  - Being disrespectful (verbally or non-verbally) to the team, volunteers, and/or staff.
- \*The Site Manager can also issue write-ups at her discretion. If you disagree with a write-up, please fill out a grievance form and submit to the FOH Director for further discussion.*

### SAMPLE FOH Job Evaluation Form

| Areas of<br>Evaluation   | Always<br>& Comments | Sometimes &<br>Comments | Never &<br>Comments |
|--|----------------------|-------------------------|---------------------|
| Fellow took initiative to stay focused on her job duties and complete tasks in a timely manner.                    |                      |                         |                     |
| Fellow took initiative to be on time and dressed (following dress code) for each work period.                      |                      |                         |                     |
| Fellow took initiative to go above and beyond what was expected and set a good example as a team leader.           |                      |                         |                     |
| Fellow made the sacrifice to put others before herself.  |                      |                         |                     |
| Fellow showed maturity by following job duties to the best of her ability <i>without grumbling or complaining.</i> |                      |                         |                     |
| Fellow showed maturity by communicating her concerns and opinions in a respectful manner.                          |                      |                         |                     |
| Fellow showed maturity by being a team player, even when she did not feel like it was her responsibility.          |                      |                         |                     |

## SAMPLE FOH Write Up Form

FOH Fellow Name: \_\_\_\_\_

Date: \_\_\_\_\_

Site Manager Name: \_\_\_\_\_

\_\_\_\_\_ 1<sup>st</sup> Write Up

\_\_\_\_\_ 2<sup>nd</sup> Write Up

\_\_\_\_\_ 3<sup>rd</sup> Write Up

\_\_\_\_\_ Dismissal from program

Your performance has been found unsatisfactory for the following reasons outlined below. Your failure to improve or avoid a reoccurrence will be cause for further write up's or dismissal from the program. If you disagree with this write up, please fill out a grievance form and submit to the FOH Site Director for future discussions on this matter.

### **Program Details**

The FOH Program offers a job skills training curriculum for one hour each day. Together, along with the other participants and staff, you will learn valuable skills that will better prepare you to succeed in your future educational and career goals. The curriculum will be provided to you in a handbook and it's yours to keep! The curriculum encourages group discussion and fun!

You will spend the rest of the day working on handmade products such as candles, soaps, jewelry, bath and body items, etc. You will be trained on making each item. The sale of the items goes back to support the FOH Program.

As we help prepare you for employment, we will help you develop a professional resume, and gain interview skills. We will also provide a safe, nurturing environment for you to learn these skills.

### **Pay**

You will be paid once a month on the FIRST Monday of the month a stipend based on the days you attended FOH the previous month. In NC your stipend will be \$37.50 a day and in FL your stipend will be \$40.63 a day (because minimum wage laws are different). Payment will be in the

form of a Visa card or check if you have a checking account. Because this is an **Educational Fellowship Program**, there will be no taxes withheld.

### **Working outside FOH**

Once you obtain a job outside of FOH, you can finish the current FOH semester, but you may no longer qualify to move to the next semester. We will determine your eligibility to carry on based upon our budget and demand for the program from clients who are unemployed.

### **Graduation Ceremony**

Each FOH site location will conduct it's own graduation ceremonies. The ceremony will take place 4 times a year and Fellows can graduate with their group. Fellows will be provided a certificate of completion. Fellows are encouraged to invite friends and family members to the celebration!

### **Continuing on with FOH**

The graduate can carry on with FOH for an additional 3 months if agreed upon by Site Manager.

*The terms and guidelines in this Client Handbook are subject to modification at any time. All residents will be made aware of any changes to these policies immediately.*

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**A publication of  
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### Acknowledgment of Receipt and Understanding of this FOH Handbook

I, \_\_\_\_\_ do hereby state that I have read and understand the details of this FOH Handbook, and agree to adhere to and abide by the rules, policies, and guidelines therein.

I understand that my failure to adhere to and abide by the rules, policies, and guidelines given in this Handbook could result in my expulsion from the FOH Program.

\_\_\_\_\_  
Signature of FOH Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Therapist

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Therapist/Agency

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Signature of Witness/FOH Staff

\_\_\_\_\_  
Date