



THERAPEUTIC RETREAT POLICIES

Project Sanctuary takes the safety of our families very seriously. We make every effort to only select families who are appropriate for a therapeutic retreat, and ask all adults who are participating in a retreat to review and accept these policies prior to being accepted to a retreat.

If at any time during a retreat these policies are violated, we reserve the right to ask you and your family to leave the retreat.

PROJECT SANCTUARY VALUES



Project Sanctuary staff strives to uphold these values each day, and we ask the same of our volunteers. This means putting families first, proactively lending a hand, resolving conflict in an adult manner, and following the policies outlined in this document. We ask that you do the same.

ATTENDANCE

You must be able to attend all six days of the therapeutic retreat (Friday - Wednesday) to get the most out of your experience. All workshops and classes are required. The recreational activities are optional.

CANCELLATIONS

- A \$100 commitment fee is required to secure your family's retreat. This is done via Paypal. At the completion of your retreat, your commitment fee is fully refundable, or you may choose to donate it to support another military family.
- If you cancel less than 30 days before your retreat date, or are a no-show for your retreat, you will be not be eligible for another retreat for two years, and your commitment fee will be kept. All funds are directed to program costs.
- We understand that emergencies happen. If your schedule changes and you need to be rescheduled for a retreat, immediately email retreats@projectsanctuary.us.
- If you need to reschedule your retreat, we cannot guarantee the availability of retreat dates that may have been available when you first booked your retreat.

VIOLENCE

Project Sanctuary has a zero-tolerance policy for physical or verbal fighting, intimidation, or verbal abuse of any kind, including threats, angry outbursts, and yelling. We are creating a place of healing and recovering from daily stresses, and your failure to participate in that will result in your removal from the retreat.

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ALCOHOL, DRUGS, AND TOBACCO POLICY

At Project Sanctuary, we host therapeutic family and couple retreats in partnership with retreat centers across the United States. Each retreat center enforces its own rules and policies regarding alcohol, drugs (including medical marijuana), and tobacco. We deeply respect and work to adhere to the guidelines at each retreat center. If you have any specific questions about a state or retreat center, please don't hesitate to contact us at retreats@projectsanctuary.us. We are here to provide any information you may need.

Smoking cigarettes is permitted during retreats, but we ask you to be considerate of non-smokers and children around you. Ask your Retreat Manager where the best place is to smoke. In general, smoke away from community areas. Wildfire is a risk nearly year-round in Colorado, often started accidentally by humans. Please dispose of butts and ashes in provided receptacles.

CONFIDENTIALITY POLICY

All information you hear during a retreat, whether from a family, staff member, or fellow volunteer, is considered private information. We take our responsibility seriously to make these retreats a therapeutic place of safety and healing and to respect your privacy. We do not have any chain-of-command reporting.

Anything discussed during counseling sessions is strictly private and subject to the Health Insurance Portability and Accountability Act (HIPAA).

If you do not want yourself or your family photographed during your retreat, please make sure to indicate that on your retreat paperwork.

DAMAGES

Partnerships with organizations and facilities that support our therapeutic programs are critical to our success. Maintaining these partnerships requires respecting the property of the retreat facilities. You are responsible for any damages caused to retreat facilities by you, a member of your family, or a pet. You will also be held liable and billed for any missing property.

WEAPONS

Weapons have their place in personal protection, but not at a family retreat. Please keep all guns and knives with blades longer than four inches at home.

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SERVICE DOGS POLICY

Pets or emotional support animals (ESA's) are NOT authorized at our retreats. Only task-trained service dogs for a person with a disability are allowed. It is illegal in most states to pass off an untrained dog as a service dog. This issue is taken very seriously, and you will be asked to leave the retreat at your own cost if you bring any animal other than a task-trained service dog as defined by the ADA.

You are responsible for caring and supervising the service dogs, which includes toileting, feeding, grooming, and veterinary care. Project Sanctuary staff and volunteers are not obligated to supervise or otherwise care for a service dog, nor are retreat location staff.

You will be asked to remove your service dog from the premises if the animal is out of control and the handler does not take effective action to control it, or if the animal is not housebroken. You will be held responsible for any monetary damages caused by your service dog.

For more information, visit https://www.ada.gov/service_animals_2010.htm

Frequently Asked Questions About Service Dogs (ADA website)

PHONE USE POLICY

During the retreat, we ask families to leave their phones behind in their rooms and use the week as a chance to unplug. We ask to limit social media and general phone use to your alone time.

YOUTH PROTECTION POLICY

All volunteers and staff members participate in full background checks before participating in a therapeutic retreat. Our Youth Protection Policy also ensures that no adult staff member or volunteer is permitted to be alone one-on-one with a child under the age of 18 years old at any time.

QUESTIONS AND CONCERNS

If you have any questions or concerns about any of the policies outlined in this document, please contact retreats@projectsanctuary.us right away.