



# **Policies & Procedures**

# **RECOVERY HOUSE**

Effective December 31, 2019

## **Our Philosophy**

Hope House's pastoral ministry is effective in guiding those with addiction to a place of healing and freedom. It is the shepherd ministry as spoken of in scripture that will lead women to the paths of righteousness, which restore the soul. We also hold that love alone can bring people to wholeness; people need to experience love from others, the type of love that comes from a relationship with Jesus Christ.

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*Hope House does not discriminate on the basis of race, color, national and ethnic origin in the administration of its programs.*

## Policies and Rules

Hope House residents are taught to become giving and productive members of the community. They are afforded the opportunity to become the women they have always wanted to be, living with direction and purpose.

**The following policies and rules are provided as guidelines only and do not include all of the policies and rules of Hope House. Hope House management will pray and use discernment in administering our programs. Please be advised that Hope House may not be equipped for certain medical conditions. In addition, Hope House is not a detox program. We are a med-free program – pain medications, narcotics, medication for anxiety/depression, or over-the-counter items such as diet pills or other stimulants, or sleeping aids. Hope House’s Program Director has the final approval/decision in all matters.**

### **ADMISSIONS**

In order to be accepted into Hope House’s RECOVERY program, a person must meet the following mandatory requirements.

#### RECOVERY PROGRAM INTAKE ASSESSMENT

Each individual must express a desire to turn away from their addictive lifestyle and a willingness to remain clean and sober. They must acknowledge that Hope House is a Christian program and that their recovery will be entrusted to the healing power of Jesus Christ.

Residents must be willing and agree to participate in all classes and counseling sessions available as well as work and fundraising activities.

Upon initial intake, the individual must complete the application process, including the background check. They must read and, by personal signature, agree to the conditions and the house rules. Any questions/concerns should be discussed at that time. Residents must apply for food stamps and indigent care at the time of entry. Residents will be required to have medical physicals and TB tests completed by a Hope House designated physician.

Individuals with sexual or child related offenses will not be accepted into the program. Hope House does not discriminate on the basis of race, color, national and ethnic origin.

### **FINANCIAL POLICIES**

The program fee for RECOVERY residents is \$300.00 per month (non-refundable) to offset costs of food, shelter, supervision, and other operating expenses. In any instance in which a resident cannot pay, scholarships may be available on a case-by-case basis; scholarship decisions will be made by the Program Director.

Residents will be required to participate in work and fundraising activities.

## **RECOVERY PROGRAM**

Hope House is a place for recovering women to foster a sense of community, to thrive, to change, and to implement real steps that lead to a restored life. There will be zero tolerance for alcohol/drug use or disrespect of management/staff, other residents, or volunteers. A poor attitude, profanity, discrimination, bullying, or physical or verbal confrontation will not be tolerated. Residents must obey authority unless illegal, immoral, unethical, or unsafe.

Hope House staff is not licensed or professional medical staff; this is a pastoral ministry with assigned staff and volunteers.

Residents must focus on their recovery during the entire 1-year RECOVERY program; residents are required to participate in all scheduled activities (see Exhibit A – Sample Weekly Schedule).

Residency at Hope House is a privilege and not a right. Any time a resident's conduct, progress, or cooperation with Hope House authorities is not in keeping with the program requirements, the resident will be disciplined, up to and including removal from the program.

### **HOUSE SAFETY**

Residents are accountable for the safety of the house. They must demonstrate honesty and trust and help create a safe and sober environment. Residents are expected to report to the Program Director any violations or concerns. Failure to do so, by any resident, will be cause for disciplinary action, including dismissal from the program.

Incoming and outgoing mail/packages will be read/monitored prior to delivery to ensure that content is appropriate towards the resident's recovery.

### **PROGRAM LEVELS**

#### **Level 1**

Upon arrival, the resident will be on a 1-month period where there will be no phone calls or visits. Residents can receive mailed letters/packages as long as the content is appropriate towards the resident's recovery. This period is to aid each resident in the adjustment of the rules, and more importantly to aid her in establishing healthy habits.

#### **Level 2 (after 1 month)**

Once the resident advances to Level 2, they will be allowed to have approved in-house visits (see visitation schedule and restrictions below). Visits must be approved by the Program Director.

Residents will be allowed weekly phone calls according to the weekly schedule.

At some point after the first month, each resident may be assigned a Promise Leader, an accountability mentor as available. Hope House's Program Director approves and assigns Promise Leaders. Promise Leader visits must be approved by the Program Director.

### **Level 3 (after 2 Months)**

After 2 months in the RECOVERY program, residents will be eligible for one 4-hour pass per month. The Program Director will only release residents into the care of individuals who agree to abide by Hope House rules and regulations.

### **Level 4 (after 3 months)**

After 3 months in the RECOVERY program, residents will be eligible for one weekend pass per month. The Program Director will only release residents into the care of individuals who agree to abide by Hope House rules and regulations. Residents will not be allowed with members of the opposite sex, unless married and approved by the Program Director.

### **Level 5 (after 5 months)**

After 5 months resumes may be sent or Texas Workforce assistance may be initiated at the discretion of the Hope House leadership. Months 6-11 are the same as Level 5. Employment gives residents no more liberties, only the opportunity to work. All residents that hold a job will be required to budget and pay rent. Budget education and planning will be orchestrated by Program Director. Cell phones will be issued to residents who start the employment process, but are under no circumstances allowed for personal use, unless otherwise authorized by the Program Director.

**In-house and Off-site Visitation Hours** - \*Sundays only: 1:00 p.m. to 5:00 p.m. (subject to change by the Program Director)

Approval needed.

In-house visits must be approved the Wednesday before the requested weekend visit.

Off-site weekend overnight pass requests must be given to the Program Director at least 2 weeks in advance.

Non-family male guests are limited to in-house visits only; non-family male visits (day off-site or overnight passes) ARE NOT allowed.

\*There may be exceptions made to visitation hours during holidays.

#### **Phone Use Times**

Phone calls are scheduled on Thursdays and Sundays to be determined by House Manager or Resident Assistant. (subject to change based on scheduling demands)

Limited to 15 minutes per resident – exceptions must be approved by Program Director.

## **GENERAL RULES**

Each resident must take personal responsibility for Hope House property (house, room, grounds, and vehicles). Residents must make their beds and clean their rooms. Clothing must be stored appropriately.

Residents must wear modest, clean clothing at all times. They must be fully dressed when downstairs.

Chores must be completed as assigned. Residents are responsible for their own laundry. Residents must only eat in the kitchen/dining areas and immediately clean up. Residents must only sleep in their assigned bed.

Cigarette butts must be discarded appropriately.

Thermostats will be regulated by staff. Residents must turn off lights and appliances to conserve electricity.

As a Christian household, all residents are expected to only have appropriate pictures/photos on the walls in their personal space. They must also only watch/listen to/read appropriate material (movies, programs, music, books, etc.). Movies are limited to G and PG-rated only.

Music/TV/movie volume must be kept at a level respectful of others living in the house.

Residents must respect the property of others. Taking/using another's property without permission is considered stealing and will result in appropriate disciplinary action.

Residents are not allowed to be involved in intimate or romantic relationships while in the program. The only exceptions apply to residents who were married prior to admission into the program.

All residents are required to comply with the established policies and house rules concerning:

- Arising and lights-out hours
- Obedience to authority
- Privileges – phones, visitors, passes
- Healthy relationships
- Respect of others and their property
- Effective conflict resolution
- Class attendance/participation
- Church attendance
- Household responsibilities – inside/outside residence property/vehicles
- Daily chore assignments
- Personal appearance/care
- Appropriate language
- Appropriate music, media, and literature
- Smoking/vaping restrictions
- Care of personal property

### **APPROPRIATE BEHAVIOR**

Residents should set good examples for others. Each resident's behavior should be pleasing to the Lord, above reproach. All residents are expected and encouraged to exercise personal self-discipline, restraint, and genuine kindness and respect towards other residents and persons in authority. They are expected to speak only wholesome things to build one another up. They should make good choices, maintain appropriateness at all times, and model good character and work ethic. They will respect each other and respect each other's property. They should show

trustworthiness in their words and actions, with the understanding that they will be held accountable.

### **PHONE MESSAGES**

Family/friends may call the Program Director and leave a message. Messages will be delivered to residents that have been in the program at least 1 month. Emergency messages will be delivered to residents with less than 1 month in the program.

### **VISITORS**

In-house guests must be approved in advance by the Program Director. Approved visitors must report as designated. In-house visitors must stay in public areas. Any visitor suspected of being on drugs/alcohol at time of arrival will not be allowed to visit (either in-house or pass).

### **MEDICAL/DENTAL TREATMENT AND EXPENSES**

Hope House is a medication-free program. Residents will be taken for urgent medical care (e.g. medical and dental). Routine visits should be delayed for the initial first year of recovery in order to help the resident focus on her recovery. Each injury/illness will be assessed by the Program Director on a case-by-case basis; the Program Director has final approval.

Residents may purchase ibuprofen for personal use. Other medication, including allergy medication, will be purchased and disbursed by the Program Director.

Residents are responsible for all medical costs incurred regardless if they have health insurance coverage. Residents assume all risks and liabilities in participating in this voluntary program; they must sign an “Accident Waiver and Release of Liability Form” as a condition of entry. Residents should indicate their permanent address, not Hope House’s address, on claim forms.

Hope House is not responsible for any medical expenses. In addition, Hope House is not liable for any accident, injury, or illness that may occur.

### **PERSONAL PROPERTY**

Hope House is not responsible for lost or missing items. Residents must only use their personal property. Taking/using another’s property without permission is considered stealing and will result in appropriate disciplinary action.

Residents will have opportunities to earn money for personal purchases. Our Program Director will determine these opportunities.

### **SHOPPING FOR PERSONAL ITEMS / PERSONAL BUSINESS**

The Hope House Staff or Promise Leader may take the resident shopping for personal items. This will be done at designated times during the week. Staff will not take residents for special trips.

## **TESTING AND SEARCHES**

Random drug and alcohol screening is frequently conducted, both as a means of deterrence, and in cases of suspected usage. Residents are subject to testing upon return from visits. Residents' property may be searched at any time while living on Hope House premises.

Residents will be dismissed from the program for failing a test or refusing to be tested.

## **DISPUTE RESOLUTION**

When a dispute arises between two residents, they will be required to resolve it among themselves using proper Biblical procedures. Unresolved issues between residents should be brought to the attention of the Program Director.

Resident concerns with Hope House staff/volunteers must be brought to the attention of the Program Director. Residents should not discuss program/housing concerns with other residents. Such instances will be grounds for disciplinary action.

## **DISCIPLINARY PROCEDURES**

The following are not allowed:

- Drug/alcohol use
- Refusal to take a drug or alcohol test
- Fighting or violence of any kind – verbal or physical threats/assaults
- Disrespect of management/staff, other residents, or volunteers
- Insubordination or defiance of authority
- A poor attitude
- Smoking anywhere other than outside
- Borrowing or lending to another resident
- Bartering with another resident
- Gambling
- Personal pets
- Candles/incense
- Gossiping
- Harassing or discriminating remarks, jokes, bullying, or actions
- Dishonesty
- Sexual misconduct
- Stealing
- Profanity, vulgarity, obscenity
- Possession of literature, pictures, posters, music, or any other related items presenting indecent or immoral activity or ungodly belief or philosophy
- Disorderly, violent, or destructive actions of any type, including damaging another's property
- Possession of any kind of weapon
- Unauthorized possession of and/or use of keys to Hope House property
- Any criminal activity (e.g. shoplifting)

Appropriate action will be taken if residents use poor judgment in their conduct.

Residents involved in a disciplinary issue will suffer the below consequences. Disciplinary action is based on the severity of the offense.

1st offense – The resident will receive a verbal warning informing the resident of the necessary improvement.

2<sup>nd</sup> offense – The resident will receive a formal warning and receive consequences for their actions (e.g. suspension of privileges (passes/phones), extra chores).

3<sup>rd</sup> offense – The resident will be immediately exited /removed from the program; such residents must immediately leave Hope House premises.

NOTE: There are certain offenses where the resident will be removed immediately. Such offenses include, but are not limited to, drug/alcohol use, refusal to take a drug or alcohol test, fighting or violence of any kind – verbal or physical threats/assaults, sexual misconduct, stealing, bringing weapons on the premises, destruction of property, any criminal activity – e.g. shoplifting.

### **RECOVERY RESIDENT REINSTATEMENT**

Residents that are removed or who voluntarily exit from the program may apply to be reinstated after 30 days of exiting. Such residents must demonstrate and explain to the Program Director why they should be reinstated. Accepted residents must start over in their one year in the RECOVERY program.

### **GRADUATION**

Residents that complete the one year RECOVERY program will graduate from Hope House. Families and friends will be invited to the special occasion.

### **DONATIONS**

Donations to Hope House are gratefully appreciated to cover the many expenses that keep this ministry going. All donations are tax-deductible.



## EXHIBIT A - SAMPLE Weekly Schedule

<b>MONDAY</b>	
6:30-7:00 AM	Wake up/Devotion
8:00	Class
10:00	Class
1:00	Gym
5:00-6:00 PM	Feed The Need
<b>TUESDAY</b>	
6:00-6:30 AM	Wake up/Devotion
8:00	Class
10:00	Food Pantry
2:00- 4:00 PM	Class
6:00-7:00 PM	Class
<b>WEDNESDAY</b>	
6:30-7:00 AM	Wake up/Devotion
8:00-9:30 AM	Church
11:00	Gym
6:00- 8:00 PM	Church
<b>THURSDAY</b>	
6:30-7:00 AM	Wake up/Devotion
8:00- 12 Noon	Work/ Vocational Program
1:00	Shopping
3:00	Library
6:00-8:00 PM	Class
<b>FRIDAY</b>	
6:30-7:30 AM	Wake up/Devotional
8:00	Work/Vocational Program
10:00	Class
1:00	Gym
3:00	One on Ones
5:00	Promise Leaders
<b>SATURDAY</b>	
7:00 AM	Wake up / Devotional
8:00	Work
1:00	R&R
6:30	Church
<b>SUNDAY</b>	
9:00 AM	Wake up / Devotional
TBD	Church
1:00-5:00 PM	Visitation