Policies & Procedures
RECOVERY HOUSE
Effective August 2026

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.

CONTACT BILLY HELM, PROGRAM DIRECTOR @:

Phone: 512.748.7931
Email: hopehousebastrop@gmail.com

Website: *www.hopehousebastrop.org*

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 in our vocational programs and participate in 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

Effective March 1, 2025, the program fee for residents is $500.00 per month (non-refundable) to offset the costs of food, shelter, supervision, and other operating expenses. Program fees are subject to increase at the discretion of the Program Director. Hope House does not accept insurance.

All residents will be required to participate in vocational and fundraising activities.

Hope House is offering two programs – a 6-month and a one-year program. Levels 1 through 4 (see below) are the same for both programs.

6-Month Program

This program is available for approved residents who agree to pay for their 6-month residency – all fees are nonrefundable. There are no scholarships available. Prior to entry, residents must pay a $1,000.00 **non-**

refundable fee (first and last month program fees regardless of individual's length in the program). They must pay $500.00 per month due on the first of the month. Residents who successfully complete this 6-month program will receive a graduation certificate if all six months funds have been paid; there will be no formal ceremony. Job/living accommodation assistance is not provided as part of this program.

1-Year Program

Scholarships may be available on a case-by-case basis for residents who are unable to pay the $500.00 per month fee. Scholarship decisions will be made by the Program Director.

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

PHOTOS/VIDEOS

All residents may be photographed/videoed while in the program. Residents must agree to allow such photos/videos to be used for any legitimate purpose by the program. Residency in the program serves as permission to use the photos/videos without the resident's written consent.

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 program; residents are required to participate in all scheduled church, volunteer, class, vocational, and fundraising 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 or designated staff 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 by the Program Director prior to resident delivery to ensure that content is appropriate towards the resident's recovery (NOTE the Program Director has the discretion not to deliver mail/packages that he determines are not in the resident's best interest).

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). Visitors/visits must be approved by the Program Director or designated staff.

Residents will be allowed weekly phone calls according to an established weekly schedule.

Level 3 (after 2 Months)
After 2 months in the 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 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.

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 from Program Director 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 as soon as dates are known.
*There may be exceptions made to visitation hours.
Phone Use Times
Phone calls are scheduled on Wednesdays and Sundays to be determined by house staff. (subject to change based on scheduling demands)
Limited to 15 minutes per resident – exceptions must be approved by Program Director or designated staff

Level 5 (after 11 months)
After 11 months resident resumes may be sent or Texas Workforce assistance may be initiated at the discretion of the Hope House leadership. Residents are eligible to work at month 12 (see Level 6 below).

Level 6 (after 1 year)
Residents who satisfactorily complete the one-year program may be eligible to continue their residency at Hope House. These graduates must agree and comply with Hope House's policies and procedures. They will be required to hold full-time employment and pay $600.00 per month (non-refundable) due on the 1st of the month; fees are subject to increase by the Program Director. Until full-time employment or part-time employment of 30 or more hours is obtained, reasonable adjustments to program fee amounts may be made at the Program Director's discretion. Budget education and planning will be orchestrated by the Program Director. They will be held to the highest of standards since they are setting examples for the other residents. They will continue to participate in church, volunteer, class, vocational program, and fundraising activities as their schedules allow. Cell phones, issued by Hope House, may be issued for work and Hope House business only - not for personal

use unless authorized by the Program Director or designated staff. Graduates must continue to comply with the visitation, after-work, and overnight stay procedures as approved by the Program Director and/or approved staff. Failure to comply with expected conduct will be cause for disciplinary action, up to and including dismissal from the program.

Residents may be eligible to purchase a vehicle at month 14 (with established savings) with the assistance and discretion of the Program Director. Residents may be eligible to drive the vehicle at month 15. Residents must have saved sufficient funds for purchase of the vehicle and 6-months of insurance as determined by the Program Director. If the resident already has a vehicle, she may be eligible to drive it at 15 months as approved by the Program Director.

Level 7 (after 18 months)
After a resident has demonstrated that she has a heart for the best interests of what God is doing at Hope House, she may be eligible and approved to transition into the on-site Tiny Home Housing Program at month 19. The Program Director has the discretion to allow graduates to move into the Tiny Home Housing Program earlier than month 19: Requirements for this program would apply, including payment of non-refundable move-in fee and monthly fee increases. Management will assist approved residents transition into the next phase of their new life in Christ. Residents must sign a 1-year agreement (Tiny Home Residential Program Agreement). If space is not available in the Tiny Home program, approved residents can remain in the residential house, but fees will increase to the Tiny Home rate. Eligibility and fees are determined by the Program Director and are subject to increase.

Tiny Home residents will remain a part of the recovery program. They will continue to be held to the highest of standards and assist with the residents in recovery as directed by the Program Director or designated staff.

Residency Maximum and Fees
There is a 3-year residency maximum from day of entry (regardless of time in residential program house or the Tiny Home Housing Program). All levels must be approved by the Program Director; continued residency is not guaranteed. Below are the phases of the program and the non-refundable fees in effect at the time of this policy revision (subject to change at the discretion of the Program Director):

- 12-month residency ($500/month or scholarship)
- Requires Program Director approval:
    - 6 months at $600 per month (months 13-18)
    - 12 months at $800 per month (months 19-30) – Note: Tiny Home Housing Program requires a $500 non-refundable move-in fee.
    - 6 months at $1000 per month (months 31-36)

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 outside. No smoking or vaping is allowed inside vehicles or indoors.

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 and be approved by leadership.

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 or designated staff 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 or designated staff. 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) at the discretion of the Program Director or designated staff. 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 or designated staff 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 or designated staff.

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.

SHOPPING FOR PERSONAL ITEMS / PERSONAL BUSINESS

The Hope House staff will 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.

Residents must inform the Program Director or designated staff of specific needs as they are known. Requests will be determined based on needs (not wants).

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 or appropriate staff.

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 (or vaping) 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 will be based on the severity of the offense and not necessarily in the below order.

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

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

3rd 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 the program.

PROPERTY RETRIEVAL

All individuals who exit Hope House (voluntarily or involuntarily) have seven (7) days from the date of discharge to schedule an appointment to retrieve personal property (belongings, documents, etc.). Property not retrieved within 7 days of discharge will become the property of Hope House to keep and/or discard as appropriate. Hope House is not liable for such property.

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 Hope House Weekly Schedule
Chores must be completed before class or work. No exceptions!

MONDAY

Devotion	6:00-6:15
Chores	6:15-7:00
Andy's class	7:45-8:45
Daphne's class	9:00-10:00
Mike M.'s class	10:30-12:30
Gym	1:00-2:00
Ken's class	3:00-4:00
Feed the Need	4:30-6:15
Max's class	6:30-7:30

TUESDAY

Devotion	5:30-5:45
Chores	5:45-6:45
Food Truck	7:00-8:00
If no food truck:	
Devotion	6:00-6:15
Chores	6:15-7:00
Work	8:00-1:00
Shopping	2:30-3:30
HOG Bible Study	6:30-8:00

WEDNESDAY

Devotion	7:00-7:15
Chores	7:15-8:00
Redeemed Treasure	9:00-2:00
Shopping	2:30-3:30
Phone calls	3:30-5:00
Calvary Bible Study	6:00-7:30

THURSDAY – NO TV

Devotion	6:00-6:15
Chores	6:15-7:00
Fran's class	10:30-11:30
Gym	12:30-1:30
Hillrey's class	2:00-3:00
Linda's class	3:00-4:00
Richesin's class	6:00-7:00

FRIDAY
Devotion 7:00-7:15
Chores 7:15-8:00
Redeemed Treasure or work:
10:00-3:00

SATURDAY
Chores 7:30-8:30
Redeemed Treasure or work:
10:00-3:00
HOG Church

SUNDAY
Chores 8:30-9:30
Church 10:00-12:00
Visitation/Phone Calls 1:00-5:00

EXHIBIT B - HOUSE RULES – HOPE HOUSE (Subject to management change)

- Arise at times to be determined by weekly schedule.
- Be in bed with lights out by 10:00 PM with the exceptions of Fridays and Saturdays when lights-out is 11:00 PM.
- Obey authority (Program Director, designated staff, teachers, and volunteers) unless illegal, unethical, or unsafe.
- Be courteous to others as you would like them to be courteous to you. Have an attitude of gratitude. Be respectful of others, be flexible, cooperative, and sensitive to the needs of others instead of insisting on your own way.
- Support and encourage each other in words and actions. Speak appropriate and uplifting language/ words. (No profanity, harassment, discrimination, bullying).
- Attempt to resolve conflicts with others in a Biblical manner. Bring unresolved concerns to the attention of the Program Director or designated staff instead of discussing with other residents.
- Discuss staff/volunteer concerns with the Program Director (not with other residents).
- Attend and participate in all studies, activities, meetings, and classes. Be respectful of teachers. Do not leave class or activity unless an emergency (notify leadership of such emergency).
- Residents are not allowed in each other's rooms without staff approval.
- Attend church services.
- Stay on Hope House property/premises unless approved otherwise.
- No food or drink is allowed upstairs, except water.
- Keep kitchen (e.g. microwave, refrigerator, counters), dining, living areas and bathrooms clean.
- Pick up after yourself – immediately.
- Immediately wash personal dishes using hot water; dry and put up in appropriate place.
- Complete assigned chores daily – Must be finished before any other activity can begin (except for devotions).
- Keep personal space clean; make beds before leaving your room; store clothing appropriately. No candles/incense.
- Post only appropriate pictures/photos on personal space walls.
- Keep property grounds neat and clean.
- Conserve energy – turn off lights/appliances. Thermostats will be regulated by staff only.
- Wear modest, clean clothing at all times. Must be fully and appropriately dressed when downstairs.
- Maintain good hygiene and personal cleanliness at all times – daily bathing, shaving, deodorant, hair and personal grooming. Notify house of personal items to be bought weekly.
- Do personal laundry during assigned times.
- Sleep only in personal space – not in living areas.
- Use your own property – clothing, personal items, etc. – Be respectful of others' property. No gambling, loaning or bartering.
- Keep music//TV/movie volume at a level respectful of others living in the house during waking hours; headphone music only during sleeping hours.
- Listen to/watch only approved music/movies/shows. Read appropriate books/literature. (No secular music. Inappropriate subject matter includes PG-13 and R-rated, abuse, sex, romance, drug, profanity content).
- Smoking and/or vaping are only permitted outdoors; discard cigarette butts appropriately.
- Follow phone use process during scheduled times. Approval needed; limited to 15 minutes per resident.
- Follow visitor process – approval needed; public areas only.