


HOUSE *of* HOPE
Residential Manual
May 2023

Welcome to Help on Hand, Inc.'s House of Hope Sober Living Home. This facility is a faith based sober living transitional house program of Help on Hand, Inc. We wish you every success in your stay here. While you are here, you will encounter a caring team of staff and volunteers and will obtain all the assistance you may need to prepare you or the success that YOU CAN ACHIEVE. Our policies and procedures are designed to meet the requirements of Help on Hand, Inc. Program. As circumstances arise there may be a need to change a procedure that applies to a particular situation for the overall good of the program. In such cases you will be notified in a timely fashion as to the change.

FAITH STATEMENT

For I know the plans I have for you, declares the Lord plans to prosper you and not to harm you plans to give you HOPE and a FUTURE.

Jeremiah 29:11

The team here at House of Hope have created a system called “The 3 Tier Program”.

Residents of the House of Hope are automatically enrolled in our 3 Tier Program. This program is designed to aid as the participant develops a firm foundation in their newfound sobriety and learn to live a sober life independently after rehab. The 3 Tier Program is broken down into 3 phases. Each phase consists of 30-day increments.

All 3 Tier Program Rules are set in stone and are NOT subject to be changed unless done so by the Board of Directors.

▪ **Tier 1 (Black Out Period)**

If entering the program with a Negative UE-2 Week Minimum

If entering the program with a Positive UE-30 Days Minimum

- No cell phones or call out privileges unless in rare occasions pre-approved and supervised.
- Romantic relationships are prohibited for the 1st 60 Days.
- No visitation privileges during black out period. If children are in foster care, residents are allowed their supervised visits if pre-approved.
- Must ALWAYS be with a staff member for accountability.
- All House of Hope Activities are REQUIRED.
- Must abide by ALL rules and regulations.

▪ **Tier 2 (Time can vary on progress of resident)**

- Daily monitored pre-approved calls are limited to 1 hour.
- Eligible for scheduled 4-hour visits once weekly off premises with pre-approved accountability team that must be listed and interviewed by the Director prior to entry and must give a 48-hour notice. When visitation is approved and resident is off premises, Rules must be followed at all times.
- Eligible for Recreation time at the local Recreation Center.
- Enroll in Interview Preparation, Budgeting and Nutritional Classes.

▪ **Tier 3 (Extended Stay)**

- Eligible for Cell Phone (paid for by resident).
- Eligible for unmonitored days off premises. (Must give a 48-Hour Notice)

- Must be seeking employment.
 - If employment is obtained through any Help on Hand, Inc. programs, the following conditions must be met.
 - Paid work arrangements are completely voluntary.
 - Residents do not suffer consequences for declining work.
 - Residents who accept paid work are not treated more favorably than residents who do not.
 - All qualified residents are given equal opportunity for available work.
 - Paid work for the operator or staff does not impair participating residents' progress towards their recovery goals.
 - Paid work is treated the same as any other employment situation.
 - Wages are commensurate with marketplace value and at least minimum wage.
 - The arrangements are viewed by a majority of the residents as fair.
 - Paid work does not confer special privileges on residents doing the work.
 - Work relationships do not negatively affect the recovery environment or morale of the home.
 - Unsatisfactory work relationships are terminated without recrimination that can impair recovery.
- When employed, must start and maintain a saving account for future housing.
- Must be entered into Coordinated Entry.
- Maintain employment.
- Must abide by ALL rules and regulations.
- Decisions on staying an extended period in the House of Hope as a resident or choose to find housing.
 - If a decision is made to stay longer in the house, agreement papers will be sign for the following:
 - ◆ Agreement to pay a fee of \$100 per week for room.
 - ◆ Agreement to pay a fee of \$75 per week toward house groceries.
 - ◆ Continue to abide by house rules and regulations.

- ◆ Be a support system for current and future House of Hope residents.
- ◆ **Once you sign the agreement for Extended Stay, if you desire to attend another church function or recovery groups, you must be accompanied by a Case Manager as well as have an approval by the Director.**

❖ **Participant's Responsibility:**

- Meet with Case Manager weekly in the areas for:
 - Goal Setting (Tier 1)
 - Preparing a budget (Tier 2)
 - Life Skill Classes (Tier 1)
 - Housing (Tier 2)
 - Income (Tier 2)
- Follow their goal plan, notifying the Case Manager of any changes or barriers of the goal.
- Complete any required paperwork needed by the Case Manager to administer the program.
- Notify the Case Manager of any issues at the House, including but not limited to:
 - Needed repairs
 - Conflicts with other residents
- Notify Case Manager in advance of any appointments that need to be added or removed from schedule.
- Follow the rules and regulations set forth by House of Hope.
- Must be on House of Hope premises by 8:00pm.
- Check/Sign-In Nightly by 9:00pm at which time the doors will remain locked until 7:30 am the following day. No one is to go outside the house after doors are locked for the night. **NO EXCEPTIONS!**

❖ **Financial Obligation Policy**

- It is the policy of Help on Hand, Inc. that any resident requesting placement in the House of Hope Sober Living Home, for any period, must agree to the following terms:
 1. Pay a fee of \$400 (\$100 per week) upfront and every 30 days thereafter for room.
 2. Pay a fee of \$300 (\$75 per week) upfront and every 30 days thereafter for house groceries. This can be paid for through food stamps if applicable.
 3. Pay a fee of \$10 for any appointments that exceed a 10-mile radius of Caruthersville city limits and an additional \$10 for every 10 miles thereafter.

All payments are non-refundable.

❖ **Relapse Policy**

- For the safety of the resident and the community, a relapse is met with immediate appropriate action.
 - If a resident notifies a staff member or fails a drug test, they cannot return to the house for 72 hours and must test clean before re-entering.
 - If a resident relapses a 2nd time, they are required to offer a plan for recovery at the next house meeting and the house votes on whether the resident is allowed back in the home. The vote will be based on the sincerity and commitment to that residents' plan of recovery.

If a resident relapses a 3rd time, it is mandatory to work with staff to be admitted into a detox center for 30 days. If a resident refuses treatment, immediate eviction will occur.

❖ **Health and Safety Policy**

- Curtesy Parking
 - Due to limited parking, all visitors and residents are required to park on the street side facing north bound on Eastwood Avenue.
- Prohibited Items
 - For the safety and wellbeing of the residents and staff, the following items will be prohibited on the premises and searches will be conducted for such items.
 - Weapons
 - Drugs/Narcotics
 - Alcohol
 - Pornography
- Smoking
 - For the safety and wellbeing of other residents, smoking will only be allowed in the designated area. No smoking notices will be posted in non-smoking areas.
- Bodily Fluids and Contagious Disease
 - For the safety and wellbeing of all residents, there will be access to Personal Protective Equipment (PPE), as well as posted protocol.
- Intoxication, Withdrawal and Overdose
 - Residents are prohibited to be on the premises while under the influence of alcohol or drugs. In the event of an overdose, the staff and residents will be properly trained in emergency procedures. Overdose protocols and emergency numbers will be posted in common area.
- Natural Disaster
 - In the event of a natural disaster, all residents will be familiarized with evacuation protocols and such protocols will be posted in common area.
- Prescription and Non-Prescription Drugs
 - For the safety and wellbeing of other residents, any over the counter, prescribed or non-prescribed medication will be administered through the on-staff house monitor

and will be stored in a locked cabinet. A log will be kept insuring accurate administering of medication.

- **Drug and Alcohol Screening**

For the safety of the recovery process of all residents, the following procedure for random screening was developed.

- If at any time a staff member or resident suspects another resident of being under the influence of drugs or alcohol, they must bring it to the attention of the house monitor. The house monitor will inform the resident, without notice, to provide a urine sample. The House Monitor will be present while the resident provides a urine sample for the testing cup. The cup will be testing for several different drugs and will show a result of one (1) line for positive or two (2) lines for negative for drugs. The results will be documented, and a copy of the result will be given to the resident and the Director/Assistant Director.

❖ **Paid Work Program Policy**

- It is the policy of Help on Hand, Inc. that any person(s) entered in the House of Hope Sober Living Home is free to be employed and/or volunteer at their own discretion. In accordance with workforce labor federal guidelines, Missouri is an at-will state that gives our residence freedom to work or resign at their own will. Anything above required household duties is left at the discretion of the resident. No disciplinary action will be enforced should resident decline volunteer or paid work for Help on Hand, Inc.

❖ **Termination/Warning Process**

- A verbal warning will be issued if the participant fails to follow the rules and regulations of the house. Only one verbal and one written warning will be allowed during their stay. Any other violations thereafter can result in termination from the house.
- Once a written warning is issued an informal meeting will be scheduled with the participant to discuss the issue at hand and to make sure they understand the House of Hope rules. The Participant, House Monitor and Case Manager are required to attend the meeting. The Case Manager will take notes regarding the events at the meeting and all parties in attendance will be required to sign them. The participant will be provided another copy of the rules and will also receive a copy of the meeting minutes.
- After the initial warning and meeting, the participant again violates the house rules they will be asked to vacate the unit immediately. If the reason for termination is due to a violent offense, they may be asked to vacate the premises immediately by law enforcement.

All personal items must be removed from the unit at the time of termination. Once the unit has been vacated and inspected by staff, if any items are left behind, they become house property and will be disposed of at House of Hope's discretion.

❖ **Discharge Process**

- If possible, the participant must notify their Case Manager if they are leaving prior to their scheduled end of stay.
- The Case Manager will take inventory and inspect the unit, if possible, before the participant leaves the premises.
- Participant must vacate the unit and have all belongings collected by 11:00am on the day of discharge.
- All personal items must be removed from the unit at the time of vacancy. Once the unit has been vacated and inspected by staff, if any items are left behind, they become House property and will be disposed of at House of Hope's discretion. (1, B, 5., a.)

❖ **Appeal Process**

- If the participant feels the termination is in error, they have a right to appeal the decision. The appeal letter must be in writing and submitted to the Case Manager within two (2) days of the termination. Members of upper management, such as the Director and Board of Directors, will review the appeal letter, the reason for termination, and all relevant documentation supplied by the participant and by the Case Manager. The Director will notify the participant of the decision within five (5) business days of receiving the appeal letter. If the reason for termination was not of a violent offense, the client will be allowed to remain in the house until the final decision is made.

❖ **Grievance Policy**

- Should a participant have a concern or complaint about the program(s) of Help on Hand, Inc., or the living environment of the House of Hope Sober Living Home, it is recommended that the resident first address the issue through an informal meeting with the House Monitor and/or Case Manager. If the matter is still not resolved to his/her satisfaction, or if the resident believes real or perceived conflict of interest would preclude or render unproductive such a discussion, the resident may seek assistance from the Director/Assistant Director for advice and council on the most appropriate course of action to address the concern. If at any time the resident is uncomfortable with these discussions or unsatisfied with previous counseling or recommendations, the resident may send a Formal Grievance Letter to the Grievance Officer.
- All Formal Grievance Letters must be mailed into the Main office and addressed to the Grievance Officer.
 - ◆ Help on Hand, Inc.
Grievance Office
407 Walker Avenue
Caruthersville, Mo 63830
- All Grievances, formal or informal, will be documented and stored for up to 2 years after grievance was received.

Client Rights

Each client shall be entitled to the following rights and privileges without limitation:

- To humane care and treatment
- To receive prompt evaluation, care, and treatment
- To have the rehabilitation treatment plan explained
- To be treated with respect and dignity as a human being
- To be subject of an experiment only with consent or the consent of a person legally authorized to act
- To have records kept confidential.
- To have the same legal rights and responsibilities as any other citizen unless otherwise stated by law.
- To not be denied admission or services because of race, sex, creed, marital status, national origin, handicap, or age
- To be free from verbal and physical abuse
- To privacy, if any mail is received at the program which is addressed to client, it will be left unopened, and the client will be notified of our receipt of the mail. If the client cannot be contacted, the mail will be forwarded to client's last known address or returned to post office.
- To have records explained to them.
- To not work without wages or compensation unless part of treatment, rehabilitation, or habilitation

RULES AND REGULATIONS

NO ONE HAS THE AUTHORITY TO CHANGE OR DELETE ANY OF THESE RULES.

EXCEPT FOR THE DIRECTOR

General Rules

1. **While residing in House of Hope Sober Living Home, you are NOT allowed to attend ANY functions that are not sponsored by or approved of by Help on Hand, Inc.**
2. **Absolutely no weapons, drugs, or alcohol on the premises.**
3. **No tobacco use on premises other than in designated smoking area between 7:30am and 9:00pm.**
4. Prescribed or Non-Proscribed Medication is not allowed in the resident's possession. All medication must be turned in upon entry, and medication will be distributed by staff as prescribed.
5. All residents and their units will be subject to a random search. Staff members at any given time are allowed to go through resident's belongings. Staff can search vehicles, rooms, mail etc.... Body searches may occur if a staff member believes a resident is breaking the rules and regulations.
6. **All residents in their 1st Tier must have a member of the staff with them for the first thirty (30) days for accountability.**
7. **To secure a successful recovery, a REQUEST AND APPROVAL is REQUIRED for ANY activity outside the house.**
8. Absolutely no cursing, yelling, or fighting with ANYONE!
9. Lying is not tolerated at this facility especially to staff and/or coordinators.
10. **Residents must attend all Life Skills Classes, House of Hope Functions (including church services), and any in-house or outside meetings. Please be punctual!**
11. **NO Pets are allowed on the House of Hope Premises.**
12. No horseplay ANYWHERE!
13. Anyone that decides to leave the facility permanently, must take all their belongings when they depart. Anything that is left behind becomes property of Help on Hand, Inc. and could be disposed of.
14. **All appointments such as medical, court, etc.... must be added to the House of Hope Calendar for approval. A \$10 transfer fee will be charged for any appointments outside Caruthersville and will be an additional \$10 per 10 miles thereafter.**

15. **All residents MUST be checked in by 8:00pm unless authorized by Management. All House of Hope doors will be locked between 9:00pm and 7:00am. Any resident that leaves after 8:00pm without permission, will NOT be allowed back in that night and their return will be reviewed by the Board of Directors. Absolutely no leaving the grounds without permission.**
16. Obey all Federal, State, and Local Laws.
17. Help on Hand, Inc. is not responsible for lost, stolen, or misplaced items.
18. Any intentional destruction of Resident or House of Hope property will result in prosecution.
19. **You are not allowed to change beds or bedrooms at any time unless approved by staff.**
20. You must sleep in your own bed; you are not allowed to go into another room and sleep in another bed. You are not permitted to ever get in the bed with another resident. No visiting in rooms with the opposite sex. **(NO MEN IN THE HOUSE OF HOPE...PERIOD)!**
21. After leaving a room, doors must be closed. Turn lights out when you leave the room.
22. No one in bed between 8:00am and 8:00pm.
23. No lying in your bed naked at any time or in your underwear only.
24. No one is to drive Help on Hand, Inc. vehicles unless authorized by staff.
25. **ALL residents must be at services, classes and meetings unless approved by staff, NO EXEPTIONS. If someone is sick, absents must be approved by staff.**
26. If you have cash money you must keep it on you and not in your drawers.

House Duties, Cleanup and Cleanliness

1. **No eating or drinking except in dining area.**
2. Clean up after yourself. The House must be always kept clean. Wash your dishes after you use them. Clean up after yourself after showering such as, sink, toilet, shower, floor, mirrors, etc.
3. Clean up time is as needed; Chore Lists will be posted and checked by staff before leaving each morning.
4. No personal items are to be left in the bathroom, living area, laundry room or kitchen.
5. Your bed is to be made every day before leaving in the mornings. Keep your clothes, shoes, and personal items in your assigned area. Bedrooms are to be always kept clean and neat.

6. All House of Hope chores are to be done diligently during designated time.
7. Every resident will help with house chores until everything is completed.
8. Shower and personal time in the bathrooms are limited to 30 minutes each person.
9. Residents are required to maintain personal hygiene daily.

Laundry

1. Laundry will be scheduled by staff.
2. Do not leave clothes, clothing basket, bags, personal bath towels or personal items in the laundry room.
3. Do not leave clothes unattended unless approved by Staff.
4. Laundry is to be done on premises, not sent home to be done.
5. **Be respectful of others who are doing laundry. Do not grab, wad up, or roll-up other people's clothes in the washer or dryer.**

Clothing and Appearance

When you come into House of Hope you will be working in the public and will be a representative of HELP ON HAND, INC.

1. No pajamas or items that are considered pajamas are to be worn off the House of Hope premises.
2. No cutoff sleeves, tank tops, bathing suits or any sleeveless shirt is to be worn outside the House of Hope Facility.
3. No flirtatious, secular, or vulgar shirts are allowed.
4. No extreme holes allowed in clothing.
5. No gambling, secular music, or improper logos are allowed on any clothing or shoes. If you are not sure, get with Management before you wear or buy them.
6. No shirts that show your belly or that are see through are allowed.
7. No gang symbols or gang related clothing.
8. No excessive Jewelry. (One ring, necklace and a watch are allowed)
9. You are allowed to wear sweatpants, but they must be loose.
10. No yoga pants or leggings will be allowed to be worn unless shirt comes down to your thighs. No cutoff jeans or shorts that are above the mid-thigh.

Wake-Up Call and Lights Out

1. Wake-Up Call is 7:30am Monday – Friday.
2. Wake-Up Call is 9:00am Saturdays.
3. Wake-Up Call is 8:00am on Sundays.
4. You must be ready for the day by 9:00am Monday – Friday.
5. You must be ready for the bus pick-up by:
 - Sunday Mornings – 9:00am
 - Sunday Evenings – 5:00pm
 - Wednesday Breakthrough – 6:00pm
 - Thursday Life Skills – 6:00pm
6. Check-In 8:00pm
7. Sign-In 9:00pm
8. Lights Out 10:00pm unless approved by Staff.

Life Skills Class Rules

Life Skills Classes are held Tuesdays, Wednesdays, and Thursdays

ALL HOUSE OF HOPE RESIDENTS MUST PARTICIPATE IF NOT EMPLOYEED

1. All teachers must be approved by staff.
2. No sleeping, talking, drawing, or getting up out of your seat during class.
3. Do not get up during classes to go to the bathroom. Please go before class.
4. No leaving class before class is dismissed.
5. At no time should any resident leave the property by themselves unless given approval by staff.

Telephone Rules

1. No phone calls between the hours of 10:00pm and 6:00am.
2. Black out period for the first 30 days. (No Phones or Call Outs)
3. No cell phone use during the following:
 - Church Services
 - Breakthrough Recovery & Support
 - Adult Life Skills Class

Vehicle Rules

1. No one should be jumping around or being rambunctious while in the any vehicle.
2. Staff Members are to be up front in vehicle if they are not driving.

3. There is absolutely no eating or drinking in any of the Help on Hand, Inc. or Jesus Name Tabernacle vehicles.

Volunteer Work Rules

1. When you leave to go out on a volunteer job, meeting, appointment, group, class or to church you are to go straight there and straight back unless approved by Staff.
2. When you are given a volunteer job assignment, it is your responsibility to get all the items that you will need. No returning to the house for forgotten items.
3. When you are out on a volunteer job you, DO NOT sit down on the job unless it is approved by your supervisor.
4. Everyone works until scheduled breaks and lunches. You must always remain busy. No horseplay or playing around on volunteer sites.
5. If you are not running a fever, vomiting, or showing significant signs of being sick you will be expected to continue with your regular workday.
6. If you have a fever, you must be running a temperature of 100.0 degrees and the Supervisor must see the thermometer.
7. If you are throwing up, you must have a Staff verify it.
8. **If you are not working, you must attend ALL Adult Life Skill Classes. NO EXCEPTIONS!**
9. **If you work a regular job (Tier 3) and have a day off, you must volunteer for Help on Hand, Inc.**

Function Attendance

Attendance at all Help on Hand, Inc. functions are mandatory.

There will be no leaving of any functions until it is completed and the okay to leave is given by staff.

Church Rules

1. Once church has started, no running to the bathroom. Go before or after church starts!
2. No food, candy, or drinks in the Sanctuary.
3. No talking or whispering during church service. Please show respect to the Ministry and the Pastor.
4. **Once in the extended stay part of the program, if you desire to attend another church function or recovery groups, you must be accompanied by a staff as well as have an approval by the Director.**

Everyone here at Help on Hand, Inc. is equal, and all the rules and regulations are for your benefit as well as everyone else's. Follow them. Any violation of a rule or regulation is subject to disciplinary action. The procedure for any violation will be verbal, then written and lastly removal from House of Hope. Any rule or regulation is subject to change at any time by Director. Any extra duties must be done when you are asked to do them by Staff in a timely manner. If you have any questions or problems with any of the rules or regulations, contact the Director for resolution.

Acceptance of The House of Hope Rules and Regulations

I, _____ have read and understand the rules for The House of Hope Sober Living Home and agree to abide by them.

I agree to give full attention to my spiritual growth which shall include weekly attendance at church services. In addition, I acknowledge that Help on Hand, Inc. is a faith-based program, and I agree to participate in a faith-based recovery approach., including a Sunday service to which friends and family can be invited.

I also agree to perform upkeep of all chores assigned to me including my room.

I understand that I am responsible for a housing fee of \$400 per month which begins upon arrival, but which may be covered by a Third-Party Payer. I understand that the Food Plan is \$200 per month for which my Food Stamp Card can be used if I so choose. The Food Plan must be covered either by the Food Stamp Card or by check/cash at the time of my arrival. All payments will be reported in a monthly statement.

I further understand that violation of any of the rules may result in my immediate discharge for unsuccessful completion of the program.

I have been given a copy of The House of Hope Manual.

SIGNED _____

DATE _____

WITNESS _____ DATE _____