

House of Hope Resident Handbook



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*Providing housing and teaching life-skills
to those in need*

Welcome to House of Hope, Inc.

We are a faith-based non-profit organization that provides affordable, secure housing and living resources for homeless adults. Every adult in the program will have an individualized plan to promote self-sufficiency by concentrating on living skills, relationship building, educational assistance, career goals, and health services assistance. We focus on the individual and know that everyone has different stories, needs, and dreams. At House of Hope, we believe everyone has value and we are committed to providing a safe environment, teaching basic living skills, and promoting educational and career success.

A sincere and genuine opportunity for change is a requirement to be admitted to the program. Acceptance into the program will be given only if residents demonstrate that they are motivated enough to work toward a life change. Our program provides structure and support to empower residents to implement changes that support a substance-free lifestyle and to develop living skills necessary to maintain an emotional, vocations, social, physical, and spiritual balance. Residents in the program will be required to set goals and work toward self-improvement while in the program resulting in increased self-awareness, emotional growth, and a healthy sense of self. We will also participate in other community outreach projects, as it is important to give back.

House of Hope offers:

- A safe, drug and alcohol-free living environment
- Relationship and community building
- Living skills assistance
- Educational & Career goal assistance
- House leader living on site

This handbook includes rules, policies, and procedures that are in place to ensure participants safety, health and overall well-being. It is provided to help you better understand the program so you can make an informed decision about your participation with the organization. Living in a transitional house requires willingness and cooperation on the part of everyone living there. If for any reason you cannot or will not follow these rules, you will need to find another place to live. We are here to help you; we will do our part, please do yours.

House members are expected to behave as a responsible adult. This means working for a living, paying rent on time, following all house rules, getting along well with others and generally taking care of your responsibilities.

House members are required to follow the code of conduct at all times. Disciplinary action will be taken by the House leader for any house member who does not abide by the rules and a written record will be entered into the house member's file. Multiple written warnings can jeopardize the house members stay in the program. All house members must read these rules and to refer to them when in doubt about an issue. Any further questions should be discussed with the house leader or brought up during the next house business meeting.

House of Hope also encourages residents to participate in a local recovery group. AA, NA, Arrow, Mirrors are a few local groups. The house leader has more information on meeting times and days.

Code of Conduct

Immediate eviction from the house will occur, if these rules are broken:

1. All residents are subject to U.A. testing at any time. Failure to comply will be considered a guilty confession.
2. No use or possession of alcohol or drugs while in the program or failure to disclose someone else using in the house
3. No pornography of any kind on house property or personal devices.
4. No sexual relations at all on house property.
5. Police involvement based on violence or illegal substances.
6. No overnight guests; all guests must be with a house member at all times, this includes children.

One warning will be given before eviction from the house, if these rules are broken:

1. \$400 rent will be paid by the 1st of every month
2. Taking or borrowing without permission is considered stealing.
3. All overnight stays or curfew extensions requests must be submitted to the House leader a week before the activity and are subject to approval. A U.A. will be completed upon returning to the house.
4. Abuse or not disclosing the use of prescription meds. All medications will be monitored by House leader.
5. No sexual harassment.

A meeting with the House Leader and a written warning given, if these rules are broken: (max 2 before eviction)

6. No use of tobacco inside the house.
7. Do not enter someone else's personal space without permission. Knock before entering other's rooms.
8. Any destruction your guest causes will be your responsibility.
9. One-on-one meetings with house leader will be held weekly, based on schedule, in these meetings you will discuss goal progress and struggles.
10. All house members will be assigned chores by the house leader, that need to be completed regularly.
11. All house members will be required to complete 30 hours of employment or community service (if not employed) each week. If a house member is being assisted financially with living assistance, the house member is required to do 20 hours of community services each week.

A written warning given, if these rules are broken: (max 3 before eviction)

12. Common courtesy includes picking up after yourself, cleaning personal living spaces, showing respect, and not starting controversy with other house members.
13. All new members will have a two-week probation period. During probation, you will be required to sign in and out when leaving the house and coming back and check-in daily with the house leader.
14. Any personal disagreements with other house members that cannot be resolved should be brought to the house leader.
15. Curfew for house members will be 10 PM on Sun-Thurs and 12 AM on Fri-Sat. Exceptions will be made for any house member who works evenings or overnights.
16. Each house member will be expected to fill out and turn-in a weekly progress report. This can be easily accomplished by adding to the report daily.
17. There will be no loud noises before 10 AM and after 10 PM in any part of the house.

Alcohol, Drugs, Tobacco

It is critical to the success of any recovery house that each member remains clean and sober at all times. Any use of alcohol or drugs jeopardizes the sobriety of everyone in the house. All house members before beginning the program must be drug and alcohol free for a minimum of 30 days and is expected to remain 100% clean and sober during their stay here. Any relapse will result in automatic eviction. Drug tests will be conducted frequently and randomly. In order to be in the program, you must be able to take urine drug tests in the presence of the house leader and remain under observation and not leave the house until the test is complete. Failure to comply with drug testing will be considered relapse and will result in eviction. Any suspicion that another house member is under the influence or has relapsed must be brought to the house leader's attention. A resident who fails to report another resident's drug use will be evicted. No alcohol, drugs or paraphernalia are allowed on the property at any time.

Smoking, vaping and using tobacco products are not permitted in the house. All use of these products must be done outside, with no cigarette butts thrown on the ground.

Prescription Medications, Valuables

All prescription medications must be reported to the house leader as soon as they are prescribed, and all medications must be taken exactly as prescribed. Taking more or less than prescribed can be considered a relapse. All medications should be kept in your room and out of sight in a lockbox. If your doctor changes your medication, or prescribes new medication, the house leader must be informed. Anyone who receives mood altering or addictive medication and does not inform the house leader immediately will be evicted. Failure to abide by any of these rules is grounds for eviction.

No alcohol-based over the counter medications, prescriptions, cooking additives, or mouthwash are permitted.

House of Hope will not be responsible for any lost or stolen property of individuals. Each person is responsible for his/her own belongings and valuables, including money

Spirituality

House of Hope believes in treating the "whole" person, including spiritual needs. We provide opportunities for house members to explore and discuss their own spirituality and the role a healthy spiritual component plays in achieving and maintaining recovery. There is a growing body of evidence indicating that spiritual practices are associated with better health and wellbeing for many reasons. Spirituality can improve your life by helping you overcome hardships, make healthier choices, and helping you to live longer. House of Hope encourages attending a Christ based church and going to bible studies. Bible studies will be offered weekly in the House or house members can attend a bible study of their choice through a local church.

Safety, Contraband Items, Confidentiality

The safety of house members and the house leader are of utmost importance. The house leader will educate residents on emergency procedures quarterly and will have participants participate in fire safety training annually. House of Hope is not able to accommodate all medical accommodations; people with disabilities will be not admitted to the program if safety is an issue. If you have any information that another participant plans to do something to harm herself or others, please report this immediately to a staff person. This helps to protect program participants and represents an act of responsible care and concern for others on your part.

All participants have a right to a safe and healthy house environment, free from dangerous or potentially dangerous items as well as items that may be offensive. Potentially dangerous items and contraband will be confiscated. Potentially dangerous items and contraband are defined as any items that can be used as weapons, instruments of self-harm, or that pose threats of injury. Staff reserves the right to determine what is classified as potentially dangerous items or contraband. Guns are not allowed on the property and all knives must be approved by the House leader. Any weapons that are not disclosed will be confiscated. Other contraband items include pornographic material, illegal drugs or drugs not prescribed to you, alcohol, prescription and/or non-prescription medication not safely secured. The consequence for such possession will result in possible termination from the program.

The staff of House of Hope, Inc. will respect the privacy of participants and hold in confidence all information regarding participants as indicated in the Participants Bill of Rights. Confidentiality may be broken without participant consent in situations in which the safety of the participant or other individuals are at risk, child abuse is suspected, or other compelling professional reasons exists. House of Hope, Inc. will ensure the safety of participant records against loss, theft, defacement, tampering, or use by unauthorized persons. Any documents containing identifying information regarding participants will be locked at all times when unattended by staff. House of Hope, Inc. will obtain informed voluntary consent from participants before any information or records are released to agencies or family members. Program participants also have a responsibility for keeping confidentiality of others in the program. This includes not confirming or denying another participant's participation in the program to outside persons or agencies via telephone, face to-face, or written requests.

HIPPA- House of Hope has adopted a policy that protects the privacy and confidentiality of protected health information (PHI) whenever it is used. PHI refers to individually identifiable health information received by House of Hope from a healthcare provider, health plan, or health care that relates to past or present health of an individual or to the payment of health care claims. PHI information includes medical conditions, health status, claims experience, medical histories, physical examinations, genetic information, and evidence of disability. These policies and procedures apply to protected health information created, acquired, or maintained by House of Hope. The private and confidential use of such information will be the responsibility of all individuals with job duties requiring PHI in the course of their stay. The board of directors is designated as the contact for any questions or issues regarding PHI compliance.

Deposit, Rent

The deposit is \$100 to move in. Rent is \$400.00 per month and is due by midnight on the 1st of every month. Money orders and check only are accepted and need to be made out to House of Hope. If for any reason you cannot pay rent on time, you must inform the house leader in advance to arrange a rent extension. Failure to pay on time without informing the house leader will result in a written warning with the possibility of termination from the program.

Return of Rent/Deposit: Any excess rent will be refunded to a house member who moves out, regardless of circumstances within 72 hours.

Distribution of Deposit Refund: After the resident moves out, if all of the following conditions are met and verified by the house leader; a refund check of the deposit will be issued within 72 days. Evicted residents are not entitled to receive their deposit back.

- The resident gives 2 weeks' notice prior to moving out and rent is paid in full at time of moving.
- Room is clean with all furniture in place and no damages, all house property has been returned, and all personal belongings are removed from the house.

Probation Period/Written Warnings

Each new resident will be given a two-week probation period to get adjusted and become accustomed to the rules and procedures of the house. During this time the new resident will check in daily with the House leader to ensure the transition is going smoothly. They will also be required to sign in and out of the house during this period.

Residents that violate the Code of Conduct will be given a written warning and a disciplinary action for it or removed from the program. The house leader will meet with the resident in violation and discuss the offense. Multiple warnings will be grounds for removal of the program. A written warning can be removal from the residents record 6 months after the offense, if submitted to the board of directors.

Employment, Technology Rules:

Every house member is required to have a full-time job (30+ hours/week) within 15 days after moving into the house. House members are expected to be actively searching for a job every day until they are employed. An individual who has legal disability status and is unable to work must do 20 hours of documented community service work per week. Failure to comply with this rule is grounds for termination from the program.

House members are not permitted to work in any of the following situations:

- Bars, liquor stores or serving drinks
- Casinos/gambling establishments
- Sex shops, strip joints, pornography stores
- Any place that sells drug paraphernalia

House of Hope has a computer with internet access for residents' use located in the living room. The computer is to be used exclusively for employment searches or authorized academic work only. Social networking, listening to music, accessing pornographic or dating sites is strictly prohibited and can result in immediate eviction. TV usage will be limited to no R-rated movies and the music played in the house should not contain violence, vulgar language, or sexual content.

Curfew, Guests and Overnights

Every resident must be home by curfew. Curfew is 10:00 pm Sun-Thurs and midnight Fri & Sat. If you are unable to make it home by curfew due to work or some other legitimate reason, you must notify the house leader in advance. Residents who work evenings/nights can speak to the house leader to have their curfew adjusted accordingly.

You are responsible for your guests and their actions. Guest must abide by all house rules. Do not leave guests unattended in the house. Guests are only allowed in public areas which does not include bedrooms. No active alcoholics or addicts are allowed in the house at any time. Guests must leave by curfew, no overnight guests. When your guest arrives, you should meet them at the door. The house washer & dryer are for house use only, not for guest use. Any damage your guest causes will be your responsibility. In the event, there is a temporary house leader, no guests will be allowed in the house.

Overnight stays are approved on a case-by-case basis. All overnight stays and curfew extensions requests are subject to approval by the House leader and must be submitted one week in advance. A U.A. will be completed upon returning to the house. **Quiet hours are 10:00 pm to 10:00 am.**

Personal Space, Cleanliness, Chores, Meals

No house member will enter someone else's bedroom without permission, unless accompanied by the house leader. The house leader may enter any room at any time, and may conduct a search if he feels there is good reason to do so. Theft of property or food will result in a written warning and possible termination from the program. Always knock before entering a room that isn't yours. All maintenance issues or damage to the house must be reported to the house leader as soon as possible. Do not try to repair it yourself or throw anything out unless you have permission. The house leader will inspect rooms randomly during the week and violation forms will be left in the room with notes indicating what areas are satisfactory and which need improvements. The staff will also look for any health or safety hazards which require immediate action by residents. At the time that a report is left in your room and recorded in the resident's folder. You will have 24hrs to complete any tasks assigned and will be re-inspected the following day at a random time.

Each house member is expected to clean up after himself, to always leave a room as he found it, and to do his fair share to help keep the house clean. This includes cleaning up the kitchen (stove, sink, counter, table, etc) after preparing food or eating, clean your dirty dishes, putting things away after use, moving furniture back the way you found it, and throwing away all trash. You have one hour to clean the kitchen after use.

The following examples are not acceptable:

- Leaving dirty dishes in the sink
- Leaving shoes, coat, or other personal items in a public area of the house or yard
- Leaving clothes, towels, etc on the bathroom floor
- Leaving the stove dirty after cooking
- Leaving clothes in the washer/dryer/ laundry area or leaving the lint filter dirty
- Littering the yard with cigarette butts or other trash
- Placing trash on the floor next to a full trash can. If it's full, take it out.

Each resident will be assigned chores on a rotating monthly schedule. All house members are required to complete their assigned chores on time. Weekly chores must be completed each Sunday before midnight. (Vacuuming should be done between 10:00 am and 10:00 pm). If a chore is honestly attempted, but unsatisfactory, the house leader will discuss how to finish it and resident will be given a 24-hour notice to complete it. Failure to complete the chore within that time will result in a written warning. If you know you will be unable to complete your chore, you may ask another house member to complete it for you. Appliances such as stove, coffee maker, etc should be turned off when not in use to reduce fire hazard.

Meals/Food... Each resident is responsible for their own meal preparation and purchasing food. Basic toiletries and cleaning supplies such as cleaning products, trash bags, toilet paper and paper towels are provided by the house. Contact the house leader if more is needed.

House Meetings, Goal Setting

Each resident is required to attend a weekly house meeting. The day and time of the meeting will be determined by the house leader. A house member can miss no more than one house meeting per calendar month due to work or special circumstances. The house leader must be informed in advance.

House members are expected to be striving toward the goal of self-sufficiency. The maximum length of stay is 24 months in the house. House members will be actively involved in making and setting achievable goals with the house leader. The house member will have a weekly progress sheet to fill out and also meet with the House leader to discuss successes and struggles. Goals will be focused on living skills, relationship building, educational assistance, career goals, and health services assistance. House members that are not completing their goals in a reasonable time frame and with the assistance of the house leader can be removed from the program.

Conflicts, Grievances

Residents are encouraged to resolve issues with other residents first before taking the concern to the House leader. Conflicts between individuals should not be allowed to fester and affect the whole house. It is important to solve problems in a healthy and constructive way. If the dispute cannot be resolved between the two program residents, a grievance form can be obtained from and returned to the house leader. The house leader will meet with the residents involved and respond to the concern within 2 business days. If the concern is not resolved to the resident's satisfaction after talking with the House leader, the resident can appeal to the board of directors for review. The grievance form will be reviewed and voted on by the board of directors within 7 days of the appeal. In the instance where the house leader is the subject of a grievance, decision making authority shall be delegated to the Board of Directors. Once resolved, the grievance form will be filed in the resident's folder and a copy given to the resident.

Behavior, Dress

House members are expected to go out of their way to help others and to be considerate and respectful of others, whether at home or out in public. Everyone is expected to participate in house business and activities. Immediate action will be taken for any behavior which interferes with the normal flow of the house or creates an atmosphere which can be considered disruptive behavior.

Some examples of disruptive behavior include:

- Repetitive conflicts or uncooperative behavior
- Lying, stealing, manipulation
- Eating someone else's food or using their personal items without permission
- Bullying, aggression, intimidation, name calling, threats of physical harm or violence
- Excessive use of profanity while in a dispute with another person
- Interfering in the personal life of another house member
- Not doing chores, not attending house meetings, breaking house rules
- Arguing/fighting with the house leader

DRESS CODE

- No clothing glorifying drugs, alcohol, or sex permitted; no gang related attire
- No sleeping in the nude
- Residents must wear a shirt, shorts or pants, and shoes at all times around the house
- No apparel of a cut or design that is overly revealing; no sagging pants

Program Discharge

The maximum length of stay in the Transitional Living Program is 24 months. Program discharge occurs for a variety of reasons: completion of program, inappropriate placement, and leaving the program without notice, and eviction. Please be advised that House of Hope, Inc. is not a "Landlord." This is an educational program and thus, not subject to your standard landlord/tenant rights. If you are found to be non-compliant; we can terminate your placement immediately.

Successful Completion A participant is considered to have successfully completed the program when they are able to maintain independent living with reduced dependence on social service programs. Members have met their individualized growth plans and developed a system of social and community support.

Inappropriate Placement When a resident's level of functioning, physical condition, at risk behavior, or noncompliance with the program preclude them from taking full advantage of the transitional living program they are referred to placements more compatible with their needs.

Non-Compliance In the event that a partaker is out of compliance with the expectation of the program and/or the occupancy agreement, the first consequence would be a Verbal Warning. If this proves to be shown ineffective a Written Warning will be issued to the resident. If the resident continues to be non-compliant, a Notice of Dismissal from the transitional living program will be issued along with information for the Appeals Process.

Immediate Dismissal If staff determines that the participant's behavior puts them or others at risk, Dismissal will be immediate.

Immediate Termination from Program If a resident is found to be under the influence, he will be given 30 minutes to pack his belongings and leave the premises. If that individual becomes disruptive, they will be asked to leave immediately and return at a later time to pack his belongings. In addition, the house leader will ask for the resident's car keys, and will assist in calling a cab if necessary. If the individual attempts to drive while under the influence, or if the house leader feels he might be a danger to himself or others, the house leader is required to notify the police and/or paramedics for medical evaluation. The individual's emergency contact person will be notified. Any personal belongings left behind will be kept for 3 days and if not claimed, then donated to charity.

The board of directors reserves the right to terminate any resident at any time from the program.

House of Hope's Organization Structure

Board of Directors- this group of individuals meets regularly to ensure the structure and goals of the organization are in line with the organization's mission. They oversee the House leader

House leader- this individual is responsible for the activities of daily living within each house. They provide guidance, wisdom, and encouragement to residents and also enforce rules within the house. The house leader is responsible for handling any complaints and answers to the board of directors.

Resident/house member- individual enrolled in House of Hope's program to promote self-sufficiency

House Member's Bill of Rights

1. Each resident has the right to be treated with respect and dignity. This shall be construed to protect and promote human dignity and respect for individual dignity.
2. Each resident has the right to a safe, sanitary, and humane living environment.
3. Each resident has the right to a humane psychological environment protecting them from harm, abuse, and neglect.
4. Each resident has the right to an environment which provides reasonable privacy, promotes personal dignity, and provides opportunity for self-empowerment.
5. Each resident has the right to receive services suited to their needs without regard to their race, religion, sex, ethnic origin, age, or legal issues.
6. Each resident has the right to participate in the development of their individualized growth plan.
7. Each resident, on admission, has the absolute right to communicate their change of address with a relative, friend, clergy, or attorney, by telephone or mail.
8. House of Hope Inc., shall not deprive any participant of civil, political, or personal property rights.
9. Each resident shall have and retain the right to confidential communication with an attorney, personal physician or clergy.
10. Each resident shall have the right to practice his or her own religious beliefs, and afforded the opportunity for religious worship. No participant shall ever be coerced into engaging in, or refraining from any personal religious activity, practice, or belief.
11. Each resident has the right, without fear of reprisal, to present grievances on behalf of themselves to House of Hope, Inc. staff and or governing board of directors, for additional information *see Conflict, Grievance Policy*
13. Each resident has the right to access adequate medical care; however, House of Hope, Inc. does not accept responsibility for any debts incurred by participants.
14. Each resident has the right to receive a written statement of the services provided by House of Hope, Inc.
15. Each resident shall have an orientation to the transitional living program during which time regulations, resident's responsibility to obey all reasonable regulations of the house and to respect personal rights and private property of other residents and staff are explained.
16. House of Hope, Inc. shall respect the privacy of residents and hold in confidence all information obtained in the course of professional services. Only for compelling professional reasons may confidentiality be broken without consent. This involves situations in which safety of the resident or other individuals are at risk.

CLIENT GUIDELINE ACKNOWLEDGEMENT FORM

The resident handbook describes important information about the House of Hope, Inc. transitional living program. Since the information and guidelines described here may be subject to change, I acknowledge that revisions to the handbook and guidelines may occur. I understand that House of Hope, Inc. may supersede, modify, add to, or eliminate existing guidelines. I have received these guidelines and reviewed them with the house leader. I acknowledge that I understand them, and that it is my responsibility to comply with the guidelines contained in this handbook, including any revisions made to it. By signing this handbook; you hereby agree and understand the rules and guidelines of this program.

_____ Participant Signature _____ Date

_____ Resident Case Manager Signature _____ Date
(If applicable)

_____ House Leader Signature _____ Date

NOTICE OF PRIVACY POLICIES ACKNOWLEDGEMENT

Protected Health Information may be used and disclosed to carry out treatment, payment, or healthcare operations. Please refer to the Notice of Privacy Practices in the House of Hope Handbook under the confidentiality section for a complete description of uses and disclosures. I acknowledge that I have received a written Notice of Privacy Practices in the Handbook.

By signing below, I acknowledge that I have received a copy of the House of Hope Notice of Privacy Practices and that I agree to uses and disclosures described in the Notice of Privacy Practices.

Resident Name Resident Signature Date

Signature of House of Hope representative _____

Date acknowledgement received _____

Or

Reason acknowledgement was not obtained (declined to sign)

EDUCATION AGREEMENT

This agreement made by and between House of Hope, Inc., and _____, Participant, is as follows:

1. Participant has been provided with a copy of the Participant Handbook consisting of 20 pages and has signed a copy together with the Case Manager, if applicable, and the House Leader with an effective date of _____.
2. Participant understands and agrees that use of the facilities and programs of House of Hope, Inc is contingent upon Participant's active engagement in the program as set out in the Participant Handbook. Participant agrees to comply with the terms and conditions of the Participant Handbook.
3. Participant has paid a deposit of \$100.00, a) paid to House of Hope; b) which is refunded upon completion of the program in accordance with the Handbook or forfeit as stated in Handbook; and c) requires the premises returned in good condition.
4. Participant understands and agrees that a part of the program offered by House of Hope includes a set month's rent of \$400 for participant's occupancy in space provided by House of Hope.
5. Participant understands that House of Hope is itself a tenant in the building provided by the owner and that Participant is therefore bound by the terms and conditions of that lease agreement as well as the participation requirements set out in the Participant Handbook. Should House of Hope lose its rights to this space or otherwise be found to be noncompliant with the underlying lease, then Participant understands that the program and Participant's rights for occupancy will be terminated in accordance with House of Hope's loss of rights to the property.
6. Participant understands that pursuant to the terms of the Participant Handbook, Participant's ability to utilized space and programs offered by House of Hope may be terminated upon notice as set forth in the Participant Handbook.
7. Participant understands that this is not a lease and Participant and House of Hope are not covered by the Kansas Residential Landlord Tenant Act or any other law related to occupants of space for residential purposes. All of Participant's rights are set out in the Participant Handbook and no written or oral representation to the contrary will be binding.
8. This agreement will be binding upon a Participant and House of Hope in accordance with its exact terms and pursuant to the laws of the State of Kansas. There are no agreements between the parties except those as set forth herein.

House of Hope Authorized Agent

Participant
