



3500 Missouri Flat Road  
 Placerville, Ca 95667  
 530-622-3231 ext 242

## Hope House Policies, Procedures & Rules

**Policies and Procedures** Hope House strives to prevent homelessness, seeking to maintain a clean, structured and healing environment for those who participate in its community. Staff and volunteers encourage, advise and support residents as they make changes, which will enable them to move towards independence. To encourage the development of essential life skills and spiritual development to empower residents to achieve their goals, a number of policies and procedures have been developed and put into place for the benefit of all residents in the program.

**30 Day Blackout / Evaluation Period** Each new resident is given a minimum 30 day blackout and evaluation period. During this time, the staff, volunteers, and guest evaluate whether the Hope House program is a good fit. Residents will be expected to adhere to all house rules, policies and procedures in their entirety during their stay at Hope House.

**Initial**

**Evaluation System:** A system of consequences in the form a written infraction. In the case of a need for multiple counselings, Hope House will determine that you have made the choice to leave the program. + When the policies and procedures are not being followed, the staff will discuss the cause(s) with the resident (counseling) and:

- 1) Try to determine the cause(s) and,
- 2) Come to an understanding that will help the resident to continue her stay and abide by the policies and procedures and/or house rules or,
- 3) Decide whether the resident and the program offered by Hope House are suited for each other.

This counseling will be documented and discussed and a copy will be given to the resident. Programming Team meeting may be called in at staff request to assist in determining final outcome. *Should a pattern continue by the resident to not be able or willing to abide by the house rules and/or policies and procedures, the resident will, discuss the cause(s) with Programming Team and may be informed at this meeting that any further inability to abide by the house rules and/or the policies and procedures would indicate that the program offered by HOPE HOUSE is not suited for the resident. The resident at this point may be determined to be making a choice to leave the program. This meeting will be documented, discussed and a copy will be given to the resident.*

**Program Policies and Procedures: Broken Policies Written In This Box May Mean Immediate Dismissal.**

**Respect For Self And Others:**

Physical abuse will not be tolerated at any time. Abusive or harmful behaviors of any sort are subject to *immediate dismissal*. This includes the disciplining of children. We ask parents to treat children and adults with dignity and respect. Neglect or physical and verbal abuse of children will not be tolerated. *All Hope House staff and volunteers are mandated reporters and are obligated by law to report any abuse of children.*

Sexual activity is not allowed at anytime by residents, on or off the Hope House premises while in the Hope House program. This may merit *immediate dismissal*.

No calling CPS or Police on other residents. *All issues should be addressed with Program Manager when at house and emergency only.*

Residents are not allowed to ask or expect other residents to watch their children. Each resident is responsible for their own children including correction and Discipline.

Stealing from other residents, staff or volunteers will merit *immediate dismissal*. There is to be no sharing of any personal items i.e. lotion, food etc. at anytime.

**Drugs/Alcohol/Smoking:**

Absolutely no drugs or alcohol are permitted on the premises. Entering the house under the influence of drugs or alcohol merits *immediate dismissal* from the program. You will be required to take random drug, alcohol and tobacco tests during your stay at Hope House. No drinking or drug use will be allowed by residents at any time, on or off the premises during their entire stay at Hope House. Hope House is a **SMOKE FREE environment**. There is absolutely no smoking on or off the campus during your stay at Hope House. Help to quit will be given if needed within 30 day blackout period.



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<p><b>Meetings / Classes:</b> Meetings and classes are an important part of the Hope House program. Residents must actively participate and show cooperation in making these meetings productive. Residents will be required to show participation by having meeting slips signed. Failure to be involved with meetings shows us that the resident does not want to be a part of the Hope House program.</p>	<b>Initial</b>
<p><b>Dating Policy:</b> For the purposes of the program the definition of dating is: One-on-one time spent talking, texting, social media or emailing with a person whom you have a romantic interest.</p> <p><i>Intimate relationships are not an option for residents in this program.</i> The duration of your program is intended for you and your children to build skills, learn boundaries and to heal. There is <i>no Dating</i> during your residency at Hope House.</p> <p>Internet searches, FaceBook, Instagram, SnapChat and other social media, chat room and/or phone conversations with someone with whom you have a romantic interest are unacceptable. During your tenure as a resident, we will assist you in attending classes that will help you define and determine the types of relationships that are healthy and viable.</p> <p><i>Marriage/Relationship Clause:</i> We encourage families to find a way to a healthy, stable familial relationship. If you are married or involved in an existing long term relationship upon entering the program, you and your partner must agree to submitting to an evaluation, assessment and plan for the family reunification. (All long-term relationships will be classified as such on an individual basis by the Programming Team.)</p>	
<p><b>Family, Visitor And Pass Policy:</b> After 6 months of the program is completed, passes may be given to see family or other friends. Passes may also be taken away if rules are broken. For the purposes of the program staff will make case by case decisions regarding any family that you have contact with while in the program. Decisions will be based on the degree and health of the influence family members have on your program goals. Staff require meeting family members if visitations are requested. Visitors <i>Must</i> be given permission by staff. House address may not be given out without permission. Please remember that this is a safe house.</p>	
<p><b>Social Media and Cell Phone Policy:</b> During your stay at Hope House there will be limited cell phone, electronics and social media usage. It will be up to the Program Manager and Program Director as to when cell phones and other electronics will be allowed and whether or not social media sites, such as Facebook will be allowed.</p>	
<p><b>Program Fees:</b> All program fees are based on a sliding scale per month up to \$200/month. A refundable security deposit of up to \$100 will be requested upon move-in. Any and all sums, amounts or payments paid by guest to Hope House as Program Fees, are nonrefundable to guest regardless of any circumstance, including, but not limited to, the length of time guest is enrolled in the program at Hope House.</p>	
<p><i>Following are the basic rules of the house, if you choose not to follow the rules there will be a written infraction and counseling. If there develops a pattern of not following the rules we will accept that as your choice to not be a part of the program.</i></p>	
<p><b>We Care About Your Health:</b> Smoking, drugs or alcohol usage is not allowed on or off the Hope House property.</p> <p>A nutritional program will also be implemented limiting soda, sugar and other food and beverage items. This program must be followed at all times.</p> <p>There are no energy drinks allowed.</p> <p>There will be no sharing of prescription medications.</p> <p>We know that sleep is important for all around health and wellbeing, so curfew for all families is 9:00 pm on weekdays and 10:00 pm on weekends. (Curfew means that there are no electronics allowed after this time. No social media, no cell, computer, tv, tablet etc.).</p> <p>Bedtimes for children is 7:45 most nights – please see the weekly calendar for daily times.</p>	



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<p><b><u>We Want You To Be Safe:</u></b> Disclosing the Hope House address without approval from HH staff is not allowed.</p> <p>Visitors are not allowed EXCEPT with staff approval.</p> <p><i>No pets</i> which means no keeping, feeding or encouraging cats or other animals in the house or the yard.</p>	
<p><b><u>We want to help you be accountable and responsible:</u></b> ALL residents MUST sign out before leaving. Telling a child or another resident is NOT the same as signing out. All residents must put an estimated time of when they will be home. If you are unable to be home by this time you must contact the house.</p> <p>All residents MUST fill out the white boards on their door. This allows our Program Manager to see your weekly schedule and keeps you accountable for going to all your classes.</p> <p>Supervision of children by parents at all times is absolutely necessary. Children are never to be left unattended in the house or outside.</p> <p>Each resident is responsible for their own children; do not leave your child to be supervised by another resident. It is your responsibility to care for your child while at Hope House.</p>	
<p><b><u>We want you to save money and be free from distractions:</u></b> Cell phones will not be allowed in the first 6-8 months and perhaps longer. Personal calls on the house phone are limited to people on your "safe list" or only with the Program Manager's and are limited to 15 minute. Agency or business calls are limited to 30 minutes.</p>	
<p><b><u>We want to keep you honest:</u></b> No <i>Secret Keeping</i>-if you know something about another resident communicate with the Staff - failure to do so may result in an infraction or dismissal from the program.</p> <p><i>No lying</i> - be honest and speak the truth to others in a loving way.</p>	
<p><b><u>We want to keep the house clean:</u></b> Food or drinks are not allowed in areas outside of kitchen or dining room at any time.</p> <p>Clean up after yourself and your children <i>At All Times</i>.</p> <p>Dirty Diapers are to be taken out each day and NEVER to be placed in kitchen or bathroom trash cans.</p> <p>Communal areas must be kept clean at all times. Your personal items that belong to yourself and/or your children must be kept in your room if not being used.</p> <p>There are no candles or wax burners allowed because of fire safety issues.</p> <p>There will be a daily/weekly chore chart that must be followed.</p> <p>Bedroom corkboards are to be used to hang personal items such as photos etc. Do not hang anything on your bedroom walls.</p> <p>There will be no moving your room around. It is decorated and designed for yourself and children's safety in mind.</p> <p>You will be expected to have your bedroom in the same condition when you leave as when you moved in. Repairs or fixes due to not taking care of, will result in your security deposit not being returned.</p>	
<p><b><u>We want to keep you motivated and focused:</u></b> Screen time on TV or computers is limited to designated times per daily schedule. We want to help keep your mind and heart clean: No PG13 or R rated movies. There is no renting of redbox movies without the Program Manager's approval. There will be no watching Netflix on the house computer or personal devices.</p>	
<p><b><u>We want to help you build strong friendships and working relationships:</u></b> Show respect, compassion and courtesy for ALL residents. Listen to others without interrupting. NO holding a grudge. . . TALK IT OUT. NO Gossiping, NO Name Calling, NO Bad Language. Slander to make false and damaging statements about someone, or this program, is prohibited and may lead to dismissal. If you are having problems/concerns, please share them staff. What happens at Hope House and people's personal stories, are not yours to share. So please do</p>	



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**TERMS OF AGREEMENT:**

If I choose to disobey the rules, I may be dismissed at any time. My length of stay is totally dependent on my attitude, behavior, participation, and need. (These areas will be evaluated on an on-going basis). Any false information or withholding of pertinent information to *Hope House* on Program Application can be grounds for immediate dismissal from the program.

*Hope House* may at certain times, as is deemed necessary for my benefit, request credit checks, background checks (as pertaining to outstanding warrants), and drug and/or alcohol testing, I may be required to absorb the costs of these tests.

I am required to attend church at least 1 time per week. This requirement is based upon attending the church of my choice.

*Hope House* and its staff and volunteers are not responsible for articles that I leave behind or may be stolen.

If I am asked to leave the program prior to expected graduation date I be asked to collect my belongings and clear my room of items left at the time of departure. Any items left behind will be considered abandoned and staff may discard or distribute to other guests in the home.

I agree not to hold *Hope House* or staff and/or volunteers responsible for personal injury or accidents. I understand that I am totally responsible for my children and myself during our stay.

Exceptions to any policy or procedure with regard to *Hope House* are to be approved and determined by staff and will be age/behavior appropriate. These policies and procedures are *Subject To Change At Any Time*.

***I AGREE TO ALL THE TERMS, CONDITIONS AND RESTRICTIONS SET FORTH HEREIN.***

\_\_\_\_\_  
 Resident's Signature

\_\_\_\_\_  
 Printed Name

\_\_\_\_\_  
 Date

*I have discussed the Policies and Procedures with the above resident.*

\_\_\_\_\_  
 Hope House Representative Signature

\_\_\_\_\_  
 Printed Name

\_\_\_\_\_  
 Date