

STUDENT HANDBOOK
CASA HOPE, INC. & PRISONERS OF
HOPE, INTL.

DONATIONS AND MAIL: PO BOX 1723, Wildwood, FL 34785

PHONE: (352)901-7835 Main Office



I pray that God, the source of hope, will fill you completely with joy and peace because you trust in him. Then you will overflow with confident hope through the power of the Holy Spirit.

Romans 15:13 NLT

Dear Incoming Student,

Welcome to Casa Hope, Inc. We are thankful that God brought you here and we believe there is hope for you to become completely whole through Christ if you submit to His authority and the process of recovery.

You will find in this small setting; the staff and volunteers are very approachable and caring like family. It is our aim to disciple our students in a personable way in every area of their lives.

While you are in this program, as part of our family, you are going to find yourself challenged in many areas of your life. These challenges will begin when you take responsibility as part of the Casa Hope Family, and as you begin to read God's Word and put your faith into action.

We are here to provide you with an atmosphere of love and support. You will be able to learn about God and get to know Him intimately. We are committed to serving you, teaching you, and helping you to find strength and love in your relationship with Jesus Christ. Please feel free to share your hurts, needs and concerns with us. We only want you to succeed. At Casa Hope, we are first a family, then, a ministry, then a program---this is how we operate. We want you to succeed.

May God strengthen you, deliver you and heal you while you are here in your new Home.

Our love and prayers are with you!

In Christ's Love,

Bishop Samuel and Casa Hope Team

The following is an introduction to the principles and policies by which we guide the ministry. Both honor and order are necessary, so there is structure and nurture.

PROGRAM PHASES

Our program structure runs in phases. Staff will assess you as you move through various phases. An assessment meeting will follow each stage before graduation to the next. Each phase will be recognized publicly. Students who do not meet phasing up criteria may be held back a phase at staff discretion.

Areas of assessment include 1. spiritual progress, 2. academic attitude and effort, 3. work ethic and practice, 4. living in a culture of honor, 5. sincerity toward God and others, 6. cleanliness (personal and general), 7. morale and attitude, 8. willingness to be instructed and corrected. 9. willingness to humbly step-up when asked, and 10. Self-control.

ORIENTATION. *Seeker.* (FIRST 30 DAYS).

Upon arrival, you will be classified as Seeker for the first thirty days. You will have your picture taken and sign an intake packet. Someone will go over program expectations with you. You will also be mentored into program practices and principles. The first month is a probationary evaluation process to see if the program is a good fit on both sides. Staff and fellow roommates may give input for the evaluation done by house staff and administration. At the end of the month, you will have an enrollment meeting to determine the next steps you need to take. If accepted into Casa Hope, Inc., you will complete various assessments and begin growing through the following phases toward completion:

PHASE 1. *Explorer.* (Ideally, MONTHS 1-3).

During the first three months of the program, you will begin to understand what it means to have a personal relationship with God. You are introduced to Christian living and Biblical teaching. You will be given responsibilities and learn to operate according to our family values. You will be involved in Work Therapy (mostly unpaid), Pastoral Counseling, Core Classes, Chapel, and Community Events. You will learn teamwork, respect for authority, emotional management, journaling, and responsibility. You will take your place in a culture of honor. You will be given a temperament assessment, goal sheet, and task assignments. At the end of month one, at staff discretion, you may earn the privilege to have scheduled visitors on campus. Upon successful completion of this phase, you will receive a certificate of achievement.

PHASE 2. *Disciple.* (Ideally, MONTHS 4-6).

In the beginning of Month 4, you will have additional opportunities and increased responsibilities as part of Casa Hope Family. You will continue to participate in additional classes, pastoral counseling, etc. You will learn how to follow and how to be taught. You may begin to earn more on-campus visitation or downtime passes. You may begin to be **trained for** student leadership roles in various areas of the program (answering phone, setting up cameras, being in charge of an area, shift assistant, devotions assistant, property assistant). You will continue to show growth in every area of your life. Upon successful completion of this phase, you will receive a certificate of achievement.

PHASE 3. *Reflector.* (Ideally, MONTHS 6-9).

During months 6 thru 9 you will have many opportunities to continue to grow and mature in the things of God. You begin to reflect what you have learned. You will continue to participate in additional “re-entry” classes, activities, & pastoral counseling. You also may attend begin to earn money, learn financial management, begin development of a transition plan, apply for a driver’s license, obtain your G.E.D., further career/educational training (on campus), earn one- hour off-campus passes and begin to **train for and/or take** junior leadership roles such as shift assistant, phone duty, teaching assistant, and driving. You may use the computer with permission from staff for educational and/or work purposes, as assigned by staff only when staff are present on campus and approve a request or scheduled time.

PHASE 4. *Enacter.* (Ideally, MONTHS 10-12). May be a temporary shift leader for a few hours as needed by staff. May drive off campus for errands, staff trips, events, if eligible. Will be required to be responsible for more. Will begin to enact all the tools given for Christian growth and recovery. Much more will be required in terms of trust and responsibility as you start to show dependability toward independent living. This will continue to increase your leadership potential and develop your confidence and decision-making abilities. You will earn day passes and begin to show your recovery in action. May earn more pass time.

GRADUATE. *Completer.* (Ideally, MONTH 12). You are eligible to graduate from Casa Hope, Inc. after completing the twelve-month program and you are living successfully as a Christian for a minimum of six months. Some of the standards that determine if you are living successfully are the following: you are growing in your relationship with Christ, maintaining a culture of honor, you are actively and consistently participating in a church ministry, you are remaining drug, alcohol, and nicotine free, and living according to Biblical standards which includes sexual purity. After meeting these qualifications, you will be invited to participate in a graduation ceremony where your graduation will be celebrated publicly. Graduation is held yearly with a special cap and gown ceremony. It is a time for you to celebrate with your Casa Hope, Inc. family as well as your family at home.

If eligible after 12 months in the program, you may move to RE-ENTRY. You will have the opportunity to practice what you have learned. During this time, you will have the opportunity to have a full-time job outside the Home, while continuing to live as a part of our family. You will

be asked to give back to Casa Hope by volunteering as a driver and/or staff shift supervisor and volunteer in Casa Hope events.

We strongly encourage students *not* to go back to their former environments but begin their new lives in Christ in a stable Christian environment.

RE-ENTRY. (Months 12 and forward). Live on our extended campus independently but with support. Must still attend church faithfully and live a Christian life. Give back to Casa Hope as Shift Supervisors and Drivers. Hold a full-time job and pay bills. Continue to volunteer on our campuses and with the ministry. Have freedom to buy a phone, develop emotionally intimate friendships with godly people of the opposite gender, and make personal life choices reflecting a godly testimony.

A CULTURE OF HONOR (Our Family Values):

- We will treat everyone with dignity and respect.
- We will honor authority, submitting immediately with the right attitude.
- We will not complain or gossip.
- We will always be a part of the solution, not the problem, taking offenses directly to the source.
- Our relationships will be guided by 1 Corinthians 12:12-27.
 - Equal in value; different in function.
- We will support each one's potential and giftedness.
- We will give superior service and do everything with excellence.

HOUSE PRACTICES

All the house practices and principles will be implemented by the program staff at the discretion of administration. When a student questions the implementation of a practice or guideline, he or she should always defer to the authority of the staff on duty. The student should respectfully try to communicate first with the staff member on duty after obeying the directive of the program staff. If a disagreement arises, it should be written on a Concern/Grievance Form and given to supervising staff to present to administration to settle. Do not argue with staff on duty.

GROUP CLASSES/BIBLE STUDIES. These are vital parts of your program. Throughout the coursework, you will receive opportunity to work toward the healing you need. You will be able to identify the underlying issues of why you turned to drugs and alcohol and/or criminal lifestyle. You will have the opportunity to read through the entire Bible, as well as memorize and apply scripture to your life.

All class work must be finished on time for you to be eligible for completion at 12 months and to move through the phases. It takes time to practice living out the Godly principles that you are taught here. Take advantage of study halls and free time.

If you fall too far behind in your work you will be at risk for the following: loss of privileges, required mandatory service hours, missed activities, or program extension.

One of the life skills that we hope to teach you is how to prioritize and make sacrifices for what is most important.

1. Core classes are mandatory. Additional classes may be assigned as well.
2. Show up with paper and pen and Bible.
3. Be on time.
4. Be respectful or you will be asked to sit out a week and miss the class and credit.
5. All missed classes and groups will be made up to keep house privileges.
6. Follow each teacher's rules for how to participate (ie. Raise hands, etc.)

MUSIC AND DRAMA ENSEMBLE. Music is therapeutic because praising God changes us from the inside out. Students will sing, mime, or be part of a drama when we go to minister at churches. They will be called upon to testify about the changes God has made in their lives. It is an honor and can be such an encouragement to those to whom we minister. Ensemble will be required for students in the Program as one of the responsibilities and joys of being a part of our family.

FASTING. We encourage the spiritual discipline of fasting and prayer. If you would like to learn more about fasting, see Pastors/Counselors. Students may get approval from the staff to go on a personal fast. We also hold periodic corporate fasts, one in January and others as led by the Holy Spirit. Students will be taught how to properly fast.

COUNSELING. By the end of 30 days or sooner, you will have a pastoral counselor assigned to you. Although we have trained staff with many useful tools in their toolboxes, we do not provide licensed mental health-counseling. Our counselors are here to facilitate your relationship with God, our Wonderful Counselor, so that you may learn to receive counsel from Him on your own. Therefore, we counsel under a pastoral covering. You will work with your counselor to set growth goals for every area of life: emotional, vocational, social, health, spiritual, and/or educational. If for some reason, extra support is needed, the counseling director will make referral for appropriate community services.

STUDY TIME. You are encouraged to study in common household areas during in your free time. Study halls will also be mandatory. If you have no homework during study hall, spend the time quietly journaling, or goal planning.

ROOMS. You will be assigned a room and a bed number. If problem arises with the placement, try to work out the problem with roommates. If the problem continues, then contact staff to mediate.

There are also some simple guidelines to follow about the order of room:

DRESSER: maximum of 4 items on top, organized neatly. You are allowed fourteen casual outfits, and four dress outfits, one pair of work boots, two pairs of sneakers/casual shoes, pair of slides or slippers, and two pairs of dress shoes.

There are some simple guidelines for your room such as:

- Your bed must have sheets and be made. Sleep in between the sheets. If a blanket is too hot, remove the blanket or spread and fold it neatly until the morning. Then remake the bed.
- Bedroom doors should remain open daily from 9 am until nighttime showers/ lights out. Hanging out in your rooms during the day is discouraged.
- Sleeping/laying down is also not allowed during the day without permission.
- Please visit fellow students in common areas or designated outdoor areas unless you have permission to hang out in the room.
- Students are not allowed to be in/on each other's rooms/beds. Each student needs privacy and private time.
- No students are to be in closets hanging out for any length of time. Cleaning, organizing, etc. is the only exception. Get your clothes and take them to the designated dressing area. No phones in the bedrooms or closets.
- Bathrooms are also not a hangout. Use it, tidy it and then leave.
- Rooms are to be kept neat and clean, with beds made when not in use. No items are to be left on the beds during the day.
- Changing should be done in the bathroom when possible. If the bathroom is unavailable, close your bedroom door and change and then re-open the door. Be cautious of opening the door when others are in common areas so that nobody is accidentally exposed to guests.
- No food or beverages should be in the room. Only bottled water and hard candy is allowed in your room. No tea, coffee, creamer, soda are allowed.
- No hanging out in the hallways or at each other's doors.
- Hanging outside office or staff doors may also be cause for dismissal.
- You are allowed to get up when scheduled to get ready for the day or with special permission for early morning prayer. Everyone should be up and on time for morning prayer chapel. Devotions begin on time. If you are late, you may be asked to spend some free time the night before to get extra rest or prepare ahead for the next day.
- Chores will follow Breakfast Kitchen clean-up. You will find the assigned chore sheet posted in the kitchen/dining area.
- Please remember that we share the bathroom with several people– so consideration for others is to be shown by spending the least amount of time possible in the bathroom.

- Bedrooms need to be inspection-ready at all times. Program and administrative staff need to be able to bring people in for tours in a moment's notice. We want to be proud of the self-discipline our students show. Students whose rooms are unkept will receive a warning. After that, housekeeping may be hired at \$75 an hour and the student will be responsible for the bill.
- Students are responsible for their own wake-up. Staff/Student leaders give a courtesy wake-up call but students need to set alarms and get up without needing to be nagged.

Shower daily and maintain good personal hygiene, wash hair, brush and floss teeth, use mouthwash, launder and press clothing, care for personal belongings. Hair is to be kept neat and tidy.

TATTOOS AND PIERCINGS: We understand that some students have tattoos and piercings from prior to admittance to our ministry. We do not judge or discriminate against people who do. However, while they are in our programs, they are not allowed to obtain additional piercings or tattoos. Any obscene, occultic, or vulgar tattoos must also be covered in public and common areas of the home.

DRESS CODE FOR LADIES:

The dress code is modest, feminine, clean, and neat. Some helpful guidelines include:

- Skirts/Dresses must be as long as the top of the knee.
- Shirts must cover back and belly.
- Shoes must be worn in the kitchen and dining room.
- Pants/Jeans may not be tight nor ripped above the knee. No rips in public.
- No yoga pants/leggings without a long, lower-thigh-length shirt even while exercising.
- No head scarfs, bandanas or hats during regular schedule.
- Leggings are allowed but only if you're wearing them as tights with a dress or skirt that is almost to the knee.
- Shorts have to be the length of your fingertips when your arms are straight down. Long shorts are preferred.
- Spaghetti strap tank tops are never to be worn alone. They can be worn underneath shirts.
- Hair should be modest; please check with House Directors before you change your hair color, but if you are dying it the same color you do not need to ask permission.
- You may wear modest jewelry (no more than two earrings on the lower lobe of the ear).
- No body piercings.
- Keep up with personal hygiene, bathing, deodorant, shaving, hair grooming, etc.

DRESS CODE FOR MEN

The dress code for men is also modest, masculine, clean, and neat. Some helpful guidelines are:

- Wear clean clothes with no rips in them in public.
- Pants must fit well and not be too baggy, saggy, or tight.
- A belt must be worn on pants that have belt loops.
- Pants must be pulled up to the waist.
- Jeans and sneakers are okay in certain casual settings, but dress attire should include button-down shirts, dress pants and if possible, sport coat, tie, socks, and dress shoes.
- Sports clothing is for working, working out, and for around the house in the evening after classes. No white T-shirts for classes, chapel, devotions, or in public unless you are working.
- Shorts should be knee length.
- Sleeveless tank tops should be for outdoor working and working out only. In public, colored t-shirts will be required.
- Keep up with personal hygiene, bathing, deodorant, shaving, hair grooming, etc.

NOTE: All students and staff will remain fully dressed (not in pajamas) in common areas from 8:00 am until 9:30 pm as guests may show up at any time.

TELEPHONES –ANSWERING

A student may be assigned by the staff to answer the phones. We want to always answer the telephone in a pleasant manner. If you are assigned to answer the landline, put a smile on your face and say “Good morning/afternoon/evening, thank you for calling Casa Hope, this is Brad from Mel’s Home (state your name from at location) speaking, how may I help you?” Please be professional and ask for quietness from those around you.

Try to always answer any phone call by three rings, rather than letting it ring for a long period of time. NOTE: Do not give out information to callers about current or past students. Take a name and number and give to staff for follow-up.

TELEPHONES – PERSONAL CALLS

A STAFF MEMBER OR AN END PHASE STUDENT WILL BE ASSIGNED PHONE-ANSWERING DUTIES EACH SHIFT. HE OR SHE WILL ANSWER THE PHONE AND MANAGE THE CALL LOG SHEET AND MESSAGES. ON-DUTY JOBS WILL BE ASSIGNED BY PROGRAM STAFF.

PHONES WILL BE USED IN COMMON AREAS ONLY AND NOT IN BEDROOMS OR OUTDOORS, UNLESS OTHERWISE DIRECTED BY STAFF. STAFF WILL DIAL THE NUMBER FOR THE STUDENT AND THE STUDENT WILL RECORD THE NUMBER ON THE PHONE LOG.

STUDENTS WILL NOT HAVE CELLPHONES OF THEIR OWN. A MINISTRY PHONE WILL BE ASSIGNED TO THE STUDENT LEADER AT EACH WORK SITE AS NEEDED. PHONES WILL BE COLLECTED WHEN THE STUDENTS RETURN TO THE HOME. STUDENTS WILL BE RESPONSIBLE TO TURN THEM IN RIGHT AWAY (NOT AT BEDTIME OR THE NEXT DAY). STUDENTS WHO DO NOT TURN THEM IN RIGHT AWAY WILL BE AT RISK FOR DISCIPLINARY ACTION. DO NOT SHARE OR USE SOMEONE ELSE'S PHONE. STUDENTS WHO LET OTHERS USE A PHONE (LANDLINE OR CELL) WITHOUT STAFF PERMISSION WILL LOSE PRIVILEGES.

Landline telephone use is a privilege and not guaranteed. Phone privileges will be given at the discretion of the staff team and may be allowed if the schedule permits. After 30 days, you may have four phone calls per week--two in and two out--with pre-approved people (flexibility to speak with children from different locations will be considered). Time limit for each call is 15 minutes. Be considerate of others waiting to use the phone and make one call at a time. Always take a message if someone is unable to receive his/her call; try to find staff first before giving the phone to the student. Do not hold conversations with other's family members or contacts. Keep contact brief. Keep a record of who calls in or out by marking the phone log. Someone will be assigned to check phone logs daily.

Once you receive your approved phone list, personal calls may be made from the house phone according to the scheduled time you sign up for. Fill out a request form to receive approval for phone calls.

Limit your telephone calls to 15 minutes and make calls at the approved times, (when no activity is going on), to ensure that everyone will be able to make and receive calls. Each house has specified phone call times. Calls must be made and received during these times. Phone calls may also be made during down-time at the discretion of the staff.

NOTE: Personal phone calls may only be made when Program Staff are on site and have approved the call. Phone calls may not occur while students are on shift assistant duty. The same applies to computer use. Computer/phone use is limited to Phase 3 and up and/or must be approved in advance. The computer will only be available during business hours. The only exception is the person assigned as administrative help/reception or students who have completed the program and are in the re-entry or graduate status. ALL MINISTRY PHONES AND COMPUTERS USED BY STUDENTS AND STAFF ASSISTANTS WILL HAVE COVENANT EYES INSTALLED.

DATING/INTERACTION WITH OPPOSITE SEX:

Since your time in the program is all encompassing for the sake of recovery, no dating will be permitted while you are in the program. Unmarried or unhelpful involvements will be discouraged. Private, personal conversations usually lead to emotional intimacy which can become distracting. New, prolonged relationships with visitors or people met off campus will be

disallowed. Interaction with those of the opposite gender/gender of attraction must be kept at a minimum in public places and in person. Be polite if approached but don't stand/sit around and converse. No physical contact between anyone of the opposite sex other than a brief, polite handshake. There should be no interacting between the men's and women's program students. Students should go to their own house leaders for assistance in personal and program matters. Students are not allowed to exchange contact information with people of the opposite gender or people outside the program, whether dating or not.

EXCEPTIONS: Students who have successfully passed to RE-ENTRY/COMPLETER may apply for FRIENDSHIP opportunities. Before you qualify, you must have participated with the potential friend of the opposite gender in a ministry setting such as singles group or church ministry group events. Because we recognize that most students have not had the opportunity to apply biblical standards to romance, and they want to learn how to have godly relationships and prepare for the potential of a godly marriage, students will be allowed to request to befriend a person of the opposite gender with the guidance of the leadership of our program. This entails having an approved mentor to accompany them on outings with them, to provide accountability and guidance in building a healthy emotionally intimate relationship with the opposite gender. This will not include physical touch or affection. Dating websites and online venues are off-limits.

VISITORS:

Student visitors are normally limited to immediate family members. A student may receive visitors after a month of successful completion and an enrollment meeting.

Visit requests must be submitted at least one week in advance to the executive staff who will consult with program staff before approving the visitor. Time limit will be given for the visit.

VISITING HOURS

Approved family members can visit on Tuesdays **after chapel until 11:30am** or the third Saturdays of the month from **2:00 PM–4:00 PM** and sometimes, on special occasions, the third Sunday from **2:00 PM–4:00 PM or for 2 hours after we arrive home from church**. Off campus family visit passes will be determined by the staff team on an individual basis. Staff will determine visit time/space according to availability because sometimes these hours are not available and other accommodations need to be made. Families are welcome to have lunch with us if served after chapel but must leave at scheduled time before classes. Visitors should be in the Main House during their time here. Visitors are not allowed to visit in your bedroom. They may not visit alone with you outside without permission. Exceptions may be made for a parental or spousal relationship when the student is further along in the program, but they must be approved ahead of time.

No pets allowed inside the home, please.

STUDENT INVITED OUT WITH MENTOR

Occasionally, Christians associated with the ministry or a supporting ministry may invite students to their homes or to special meetings. All such offers must be cleared with senior staff by the person making the offer. Permission will be determined by the student's progress, faithfulness, and attitude in the program and the nature of the invitation.

Students in Phases 3 through Graduate will also be considered for earned outings with the staff or other approved person or mentor.

GUESTS COMING INTO THE HOMES

Groups and guests from other ministries may come to visit the centers. You are to be courteous to them at all times and give them precedence in seating, etc.

You may at times face temptation and testing. Refrain from singling out any guests for conversation. Do not exchange information with any guest or person coming into the home. If they need to contact you, they are to go through the staff.

PASSES

The following guidelines will assist you in planning your passes for free time (personal time). Family visits are determined by the team at the end of each phase and are not described in detail in this section as family situations vary and must be individually approved by administration:

- ALL Pass request forms may be found in the Office. Use the same form to request any kind of pass (family, medical, etc.) The completed form may be submitted to the Administration Box in the hall outside the office at Mel's Home. All requests are to be turned in at least 14 days before the date of the requested pass for scheduling purposes. Travel time will be taken into consideration.
- To be eligible to go off property for a personal pass you will need to be in Phase 3-4--months seven or above and be a student in good standing.
- When you return from pass, all your belongings must be checked in by a staff member. All your clothing and bags will need to be examined and/or washed just like when you entered the program. If the staff deems it necessary, you may be required to take a supervised random drug/alcohol screening test.
- If during your whole year in the program you never go off property for a pass, then in your 12th month (or last month if extended) you may use your pass time as early completion. This is up to the discretion of executive and program staff. Please see Program Director and request a meeting for approval.
- While on off-campus pass, you may attend G, PG, or PG-13 movies that are not sensual. You are not allowed to bring back any videos. You are encouraged to select music, movies, videos, and TV shows that are wholesome, edifying and decent (no secular music or music videos).

- If you are at the Home on Sunday, you will need to attend chapel/church services with the Home.
- Upon returning from pass (on or off property), please have **Staff on Property** check any belongings you bought or brought back and submit your pass report within 48 hours. Pass reports can be found in the Office. Put your name on it, the names of the people with you and leave the rest blank. Hand it to the staff on duty to write your report.

The following days are special days at the Home. Passes are not allowed on these days without Administration approval:

During Special fundraising events

- New Year's Eve
- New Year's Day
- Easter Sunday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- Graduation Day

The following pass days will be honored when we have staff to accommodate. Sometimes the dates may have to be postponed due to staffing. We will do our best to accommodate them or make some other option available.

PASS DAYS EARNED

Months 0-1	0 days off
Month 1	2 hours extra free time, in-house
Month 2	1/2 day off, in-house
Month 3	1 day off in-house
Month 4	1.5 days off in-house, taken separately
Months 5	2 days off in-house, taken separately
Month 6	3 days off in-house, taken separately
Month 7	1 special outing with staff, plus ½ day off in-house
Month 8	2 special outings with staff, plus 1 day off in-house
Month 9	3 special outings with staff, plus 1.5 days off in-house
Month 10	2 one-day passes off campus, taken separately

Month 11	3 one-day passes
Month 12	4 one-day passes

Note: one day passes are good for 4-6 hours as determined by the staff approving pass.

RECREATION

All students may enjoy recreation at some level. They may exercise, read, listen to sermons, Christian music, watch movies, rest, schedule to watch educational or therapeutic movies in the counseling office, etc. in their free time as appropriate and when able.

Otherwise, all other recreation activities will be planned by the staff. Eligible students may participate. These group activities may include but are not limited to: going to the movies, conferences, going to a park, visiting entertainment events, recreation centers, sporting event, shopping, etc.

Eligible students will be in Phase 2 or later and will be in good standing with the program regarding discipline, work ethic, and attitude. Students may suggest recreation activities for approval.

SHOPPING

If you need to go shopping, we will do our best to accommodate with a scheduled shopping event each week. **DO NOT ASK THE STAFF TO TAKE YOU SHOPPING BUT WAIT FOR SHOPPING DAY.** When you shop, you will also need to keep receipts and give an account for money spent. If you do not, you will lose the privilege of having their own money on their person. If they repeatedly violate the rules about shopping, they may be asked to shop for hygiene products only and have the staff hold the money for a few times. Otherwise, students are allowed \$5 on person. Larger amounts will need to be approved via a spending request form.

SHOPPING POLICY:

1. Groups:

a. Staff will determine how to split the groups for shopping experiences. including inside the store. No students will shop by themselves or without approved partners.

2. Time:

a. When going to store, meet in the living room ten minutes before scheduled to leave. Make sure you have everything you need to bring with you. Be quiet and waiting for any staff instructions.

b. You will leave the store at the scheduled time (Meet 5 minutes before that time and be at the front door waiting for the rest of the group.)

3. Behavior:

- a. Please stay inside; there is no reason to go outside unless you are going to the van.
- b. Please do not give your contact information out to anyone including males or females.
- c. Please do not accept addresses or phone numbers from others.
- d. Phone use outside of the home is NOT PERMITTED unless you are shift assistant or event assistant.

4. Food:

- a. You can't bring restaurant/fast food or drinks home for another student. So, finish all your food before entering one of the vans.
- b. Only hard candy may be brought home.
- c. Only Phase 4 students may bring home food items.

5. YOU ARE NOT PERMITTED TO BUY ANY OF THE FOLLOWING PRODUCTS:

- a. Anything containing Nicotine
- b. Alcohol
- c. Mouthwash
- d. Diet Pills
- e. Aerosol sprays, cans
- f. Laxatives
- g. Inappropriate clothing
- h. Bleach (In Any Form)
- i. Body Jewelry (Tongue/lip Rings, belly button rings, nose rings, etc.)
- j. Live Plants (Roommates may have allergies) or Animals
- k. Secular Music, Movies, Magazines or Books
- l. Any Medication without staff approval
- m. THIS IS NOT A COMPLETE LIST of the items that are prohibited. Just because it is not listed, doesn't mean you can have it. ANY QUESTIONS...SEE SHIFT SUPERVISOR.
- n. ENERGY DRINKS
- o. sweets and sodas

6. Keep in mind that there are limits on the amount of clothing, shoes, etc. that you are permitted to have. If you bring something in, donate something out. Also, do your part to not overcrowd the van with too many bags.

7. Please let one of your walking partners know if you feel tempted in any way. Ask them to pray with you.

8. Receipts must be kept for all expenses.

USE COMMON SENSE.

8. YOU CANNOT SWITCH YOUR CLEANUP/CHORES TO GO TO THE STORE WITHOUT SHIFT SUPERVISOR APPROVAL.

THERE IS ENOUGH TIME BEFORE LEAVING.

FOOD STAMPS.

Since we do not turn people away from our program if they cannot pay their costs, we help students find other ways to contribute to expenses. While you are in the program we will apply with you for food stamps and we will apply 100% of the food stamp benefits to offset the general food expense of the household of which the students participate, consisting of 4 meals a day, 7 days a week. Students with income may be asked to pay for room and board.

DISCIPLINE

Discipline is a learning opportunity given to a student who demonstrates a need to receive help in correcting himself or herself.

When the need arises, the staff will take a student aside and verbally address the troubling behavior. They will document it with a behavior report and assign the student a learning opportunity that matches the offense. They will also require them to journal the incident and discuss it with their counselor and/or shift supervisor to find a better way to deal with the problem.

DISMISSAL

Casa Hope, Inc. can only function effectively through the cooperation of all students. Sadly, on occasion, a student may be asked to leave. If you are dismissed from the program, or if you decide to leave, you are to take all of your belongings upon your departure. Items left after departure will become property of Casa Hope, Inc. and will be packed up for donations. A roommate or staff is to be present in the room when a student is packing to leave the program. Reasons for immediate dismissal would be having contraband in possession or in one's belongings, physically assaulting someone, threatening someone, or inappropriate relationships with another student. Other immediate dismissals may occur at the discretion of the executive staff with input from program staff. If a student leaves early because of dismissal or by choice, all unpaid monies also become Casa Hope property. The student will also not be allowed to come

on campus afterward without prior approval from administration. If they come on campus, they will be asked to leave. If they refuse to leave after being asked, then legal actions may be taken by Casa Hope.

MEDICATION

Upon entering the program, your medication will be given to the Staff-On-Property and will be kept in the medication cabinet for your safety and the safety of others. At medication times (listed on the schedule) a staff member will give you access to your medication and record all medicines taken.

All medications must be approved by staff – prescribed and/or over the counter. Medications that are prohibited are: narcotics, psychiatric medicines, all pain management medication and other medicine (at the program's discretion). Only non-drowsy over the counter medication is allowed. Supplements must be pre-approved.

It is your responsibility to get the medications needed during medication times. Please be on time for medication distribution. You must be in line at the start of the scheduled time. Failure to comply with these medication guidelines is grounds for dismissal.

CONTRABAND/SUBTANCES: Use or possession of weapons, cigarettes, aerosol sprays, pornography, controlled substances, drugs, alcohol, or mind-altering substances of any kind, OTCs, even unapproved supplements may be grounds for dismissal. Prescription drugs are to be kept in staff office and given at med management time. Supplements must be approved by executive staff. Other contraband such as unapproved mp3s, phones, recorders, music, movies, etc. may also be grounds for discipline or dismissal.

SUBSTANCE /DRUG TESTING

Drug testing will take place randomly at the request of court, probation, child protective services, or at the discretion of staff. Student shall be responsible for payment of all drug/alcohol tests to be administered. Do not eat poppy seeds or drink Red Bull or these types of products while in the program. Poppy seeds and Red Bull can result in a false positive on our test. It will not be considered as an excuse for a positive test.

PERSON AND PROPERTY SEARCH

Under the discretion of the executive staff, program staff have the authority to make random property and person searches, including pat-downs and personal property/rooms of the students, such as cell phones, personal devices, cars, etc. When possible, two staff members will be present for the pat-downs or searches. If not possible, the staff will include a senior student to serve as a witness. This is considered necessary for the well-being of the students and the ministry.

TV PROCEDURES

- Monday through Friday: The TV in the living room is only on after 5 pm until 10 pm for Christian movies and worship music. It remains off during the day except for playing Christian worship music or approved teaching videos.
- Friday-Sunday (evenings 5pm to 10 pm): The TV in the living room is for viewing G-rated or clean movies that belong to Casa Hope, Inc. and have been approved by Admin. Movies may not have heavy or graphic violence, nudity, partial nudity, cursing, sexual innuendo, or drug and alcohol culture in them in a positive light.
- Sunday: After church during free time (**11:00 AM – 6:00PM**) you may watch a sermon tap, news, or sports program (football, basketball, golf etc.) Movies in the evening.
- Please turn TV off for mealtimes.
- Main House TV is to be off all other times.
- All movies and television viewing must be logged.

MUSIC AND ENTERTAINMENT

You may listen to Christian music on your CD player/ assigned mp3 player only during your free time or as assigned. You can't have your player on you when you are on duty. Please adjust the volume to a level that does not disturb those around you, and so that you can hear others speaking to you. Do not have your mp3 or device during meetings or events.

Secular music is not allowed. No Wi-Fi on any devices. No radios at any time.

Only XM radio, The Message (Sirius), Moody, Z88.3, or Christian stations can be listened to in the vehicles that have it.

You may purchase and read Christian magazines and literature. **No secular literature allowed.** There are table games that are available for your free time. Regular playing cards are not allowed.

INTERNET

You are not permitted to use the internet while home on pass or any other time without specific permission until you have Phase 4 Status in the program. While in Phase 4, if you choose to have a Facebook account, you are *required to open a new page* and "Friend" Bishop Sam and Pastor Becky Joie Oakes.

LAUNDRY GUIDELINES

Each student is responsible to do his/her own laundry. Laundry that is left in the laundry room after 2 days will be donated. Your laundry is to be done during your scheduled time. If you miss your scheduled time due to an unexpected change of schedule, please notify Staff and ask to be accommodated. **DO NOT APPROACH STUDENTS AND ASK THEM TO SWITCH WITH YOU.**

GRIEVANCE POLICY

Each Student in the Home has a right to seek remedy for any concern. Grievances can be made verbally to an administrative staff member and/or in writing--preferred (help is available to write the grievance if needed by the staff on duty). A staff member who receives a complaint will document the complaint within 24 hours (72 hours on weekends) and they will begin resolution of the complaint. The Grievance form will be dropped in the box outside the Administration office in the hall at Mel's Home. The student will be informed of the findings as needed within 7 days if possible. If thus said student is not satisfied with the solution, then access to the Executive Director will be made available upon written request.

CHAPEL AND MEETING GUIDELINES

At all house chapel events or group sessions, wear socks and shoes, no hoodies, no hats, and dress in street attire or better. To all chapel, church, or group meetings, bring your Bible and a notebook and pen. Take notes. Pay attention. At church meetings and formal chapel, wear appropriate attire. Men: Shirts buttoned to the second button and tucked in, long slacks. Women: Modest dress, skirt, or slacks and blouse. No low-cut, tight, or revealing clothing for either gender. Refrain from wearing white undershirts and sports clothing in public. Dress business casual or better (EX: dark, dressy jeans or khakis, polo shirts, nice shirt). Leave sunglasses behind in the van or room.

Students are required to attend church, group events, and chapel.

MORNING DEVOTIONAL/CHAPEL GUIDELINES

1. Please be on time.
2. Please refrain from talking as you enter the prayer area. There may be others already praying.
3. Please use the bathroom before chapel/devo's. You will not be allowed to get up during service/devotions. This is distracting to others.
4. This time will be led by staff or an assigned student. The student will be instructed on how to lead each session. Students will use this time for personal devotions and prayer. This is not a time for teaching, preaching, or testimonial but will be a quiet devotional/prayer time.
5. There is to be no gum or food allowed in the chapel/prayer area. Hard candy is allowed but open candy quietly.
6. You may bring bottled water with you to chapel/devotions.

7. All trash should be thrown in the waste-paper baskets.
8. During devotions/prayer, please feel free to sit on the floor, just make sure you leave distance between yourself and others. Refrain from lying down.
9. You may also kneel next to your chair.
10. Sit at least two chairs apart & not in front of each other.
11. Please refrain from sleeping and loud expressive yawning.
12. When interacting in group, raise hand to speak.
13. Students will need to stay in the chapel during chapel and prayer times, not the kitchen or living room.

What and what not to bring to devotions and chapel

You may bring your Bibles, a prayer journal, and a devotional book. Please refrain from doing Bible journals, schoolwork, reading novels, self-help books, crosswords, written puzzles or write letters during this devotional time.

If you need help with your devotions, please see the chapel leaders. Student Chapel leader, you are responsible for making sure that morning devotion time is quiet if the staff is absent for a few minutes. Please walk around periodically.

EVENING CHAPEL GUIDELINES

- Nighttime prayer chapel will be led by staff.
- It will consist of prayer, a pre-approved teaching or devotion, worship, foot-washing, communion, or anything needed as the leader is led by the Spirit to implement.
- Students will respectfully participate.

TUESDAY CHAPEL GUIDELINES

- Chapel will be treated like a church service.
- Students must dress decently and be on time. Dress clothing required
- They must attend the pre-chapel prayer time, unless assigned as greeters.
- Come to chapel with hearts prepared for worship.
- Come in quietly and begin to focus on the Lord.
- Spend time in quiet reflection and prayer before joining corporate prayer.
- Fill in the front seats first and move all the way to the window/wall side so that guests can come in without climbing over students. Follow general church and chapel guidelines.

COMMON AREAS

Use indoor voices with reasonable volume

Be considerate of others and their personal space and privacy

Sitting only on couches (no laying down)

No feet on furniture and no laying/draping on the furniture.

Keep areas clean and free from clutter

Be fully dressed in attire appropriate for the occasion, no pajamas until quiet time or bedtime. Remain fully dressed all day. In general, no vulgar sayings or secular band t-shirts or jeans ripped above the knee.

Turn lights off in closets and rooms when not in use.

Staff will monitor room temperature and adjust as needed.

Kitchen: staff or assigned students will operate the kitchen. Students may enter the kitchen only during pre-determined times and will follow kitchen rules. They will sit at the table and wait to be served and not walk around during meals. Assigned students will set up, serve, and clean the kitchen after meals. When dinner is over, the kitchen is closed until snack time and then closed again after snack time. See Schedule for times. If you have special diet concerns, alert the cook ahead of time. Ask politely not to be served certain foods (if needed) but do not complain. Thank those who are serving. Pray together before meals even if you decide to skip meals or are fasting.

General:

Refrain from vulgar, crude, or profane speech. Conversations should be clean and appropriate. No gossip or complaining. Students will not discuss their complaints about the program with another student or a staff member with other students. Complaining about the program will be met with an opportunity to learn gratefulness by practicing problem-solving skills. See Grievance for proper procedure.

MONEY, CHECKS, STAMPS, AND MAIL

You may keep up to \$5.00 (five dollars) of your money in your possession. The rest will be kept in an account for when you graduate. If you are on a work scholarship program and leave the program early on negative terms, you may forfeit monies from that which are still outstanding. However, all students are encouraged to save for independent living expenses upon graduation. Money will be kept in an account (small amounts in the safe) and printed statements will be required monthly so that staff may advise on money management. Court fees, bills, etc. will be considered. The home is not responsible for any money that is stolen or misplaced if it is not in your account. Monies will be turned over after a student leaves the program on good terms on the last day as the student leaves the program. Student will sign a statement that all money is paid, and possessions obtained.

If you are receiving a check for medical reasons, the check needs to be made out to you personally, not the home. SSI/Disability will be kept in an account for the student and accessed

according to the same standards as other accounts. If a check is made out to Casa Hope, Inc., then it cannot be cashed for your personal needs. If you need to mail something, bring it to the staff and they will determine if we can provide postage.

Incoming and outgoing mail is observed by the staff. Casa Hope has the right to request any mail be opened in the presence of staff and viewed by staff. No unapproved magazine subscriptions. Staff will decide. All packages/mail will be subject to inspection and must be opened in the presence of staff. Mail is distributed by the staff once a day at a scheduled time. The mailbox is only to be accessed by staff or assigned person on duty. Students will not badger staff for their mail but will wait until it is handed out. Students will not access the mailbox for any reason.

DOCTOR AND DENTIST APPOINTMENTS

For the first month of the program, there are no routine doctor or dental visits unless there is an urgent or emergency visit to the doctor or hospital. All doctor and dental appointments are made through the Office. Please fill out a Request Form and give to your shift staff to put it in the mailbox outside of the Counseling/Administrative Office. We are not staffed to accommodate medical visits other than emergency and necessary visits.

You must have cash, Medicaid, or medical insurance for your visits and prescriptions. Visits cannot be billed. You are responsible for these costs. We do take students to Lazarus Clinic.

BIRTHDAY

When you have a Birthday at Casa Hope, Inc, we celebrate with you by giving you a day off schedule. This is not an off-campus pass, but you are welcome to have approved visitors. If your birthday falls on a Saturday, then you would get Friday off. If it falls on a Sunday, you would get Monday off. Enjoy the Day! PLEASE REQUEST BIRTHDAY VISITS AND DAY-OFF PASSES IN ADVANCE.

WORK SCHEDULE

All students will be assigned volunteer, household, and/or scheduled job work. Any questions students have about these assignments will be directed to Casa Hope Staff Supervisors and/or Administration, and not to the company or ministry assigned. Students may not communicate with companies. This must go through Casa Hope staff.

VOLUNTEER/WORKPLACE PROCEDURES

The following are procedures that have been established to protect you while off campus at a job or volunteer mission and to help you do the best job possible.

PREPARATION POLICIES:

The student team leader assigned each day will be responsible for coordinating preparation. For example, they will:

- Make sure vehicle is gassed up, fluids checked

- Delegate students to prep needed supplies the prior night
- List missing items by 7 pm the prior night
- Give list to staff supervisor right away
- Connect with Kitchen Supervisor to prepare bag lunches (the night before) and put in fridge to take to job site. Drink included (thermos jug).

ON-SITE POLICIES:

- The team must stay together at all times. Go to the bathroom in twos with permission.
- Lunch should be a short break, eating packed sandwiches and/or snacks. Please eat in the area designated by your Casa Hope team leader at each job.
- Bathroom breaks should be kept to a minimum.
- **Bathroom breaks are the only reason to be inside a store during the workday.**
- If money, gift cards, or donated items are handed to a student, the student will not accept them but thank the donor and politely direct the person to the shift supervisor or staff in charge.
- Please remember to always appear courteous and pleasant.
- Avoid appearing frustrated or upset, maintaining an attitude of gratitude.
- Always remain calm even if those around you are not pleasant with you (customers, fellow workers, the public, etc.). It is our pleasure to serve.
- Respect the managers and do as they ask. If there are any problems, call Casa Hope immediately and speak to the supervising staff.
- Do not discuss the job contract or money/pay with anyone on site, not even store/ministry staff. Refer questions to Casa Hope Staff at the home at a later time.
- Do not discuss personal or house issues. Conversation should be edifying (including during transport).
- Do not have lengthy private, non, work-related conversations or exchange any form of contact information with customers or workers that are not in the program nor with members of the opposite sex.
- Do not make phone calls or mail anything. **PHONE USE OUTSIDE OF THE HOME IS LIMITED TO TEAM LEADER AND SHOULD BE WORK-RELATED USE ONLY. EMERGENCY CALLS MUST BE CHANNLED THROUGH STAFF TO STUDENT.**
- No smoking, chewing tobacco, mind-altering substances, alcohol or drugs.
- Do not purchase any personal items during work hours.
- **ONLY CHRISTIAN MUSIC OR PREACHING IS ALLOWED IN THE VEHICLES AND MP3'S.**
- If leaving earlier than morning devotions/chapel, students will use the provided devotional in the vehicle enroute to event.

FIRE SAFETY PROCEDURES

Fire Alarm/Emergency

Main House

If there is a fire emergency, evacuate the building and have staff on duty call 911.

All homes have smoke/heat detectors in the rooms. Maintenance changes the batteries twice a year when the time changes.

When the Fire Alarm Sounds:

1. Evacuate the building as quickly as possible and go to designated meeting area.
Designated area: _____ . **WALK – don't run to the nearest exit.**
2. If you do not see a Staff member, remain calm, quiet and safe until help arrives. The person in charge at any time is the Senior Staff member/Senior student on site.
3. Remain in designated area until instructed to return to the building.
4. Everyone must exit the building during a fire alarm or drill. **NO EXCEPTIONS!**
5. The senior Staff member on property will remain outside and wait for Fire Department. The Fire Department will silence and reset the alarm system.

Other Comments:

- There are to be no candles, incense, lighters or matches in your rooms.
- If the battery on the smoke detector is beeping, do not attempt to change or detach it – write it on the Fix It List and it will be repaired.

This is a sample schedule and loosely resembles our weekly schedule. Volunteer hours will also be added. For the current schedule see the posted calendar in each house.

DAILY SCHEDULE

6:00 am - 6:30 am Wake up

6:30 am - 7:15 am	Personal Devotions in the Chapel
7:15 am - 7:45 am	Breakfast
7:45 am – 8:00 am	House Details/Chores
8:00 am to 4:00 pm	Work Therapy/Classes & Groups Tuesday-Chapel and Counseling
4:00 pm to 5:00 pm	Free Time
5:00 pm to 6:00 pm	Dinner and Kitchen Cleanup
6:00 pm to 6:30 pm	Free Time
6:30 pm to 8:30 pm	Classes/Counsel. (M, W,Th), Study Hall (Tues.) Movie or Activity (Friday) Church or Chapel (as called, Wed)
8:30 pm to 9:00 pm	Snack Time/Kitchen Cleanup
9:00 pm to 9:30 pm	Evening Chapel Group--Corporate Prayer
10:00 pm to 10:30 pm	Quiet Downtime in your room
10:00 pm	Lights Out, Friday-Lights out 11:00 pm.

Note: Counseling appointments will be scheduled around program schedule and may include sessions during Free Time. Also, Admin. may adjust the schedule to meet program needs if the occasion arises.

WEEKEND SCHEDULE

Saturday

Sunday

8:00 to 8:30	Wake up	Dress for Church
8:30 to 9:00	Breakfast	Breakfast
9:00 to 9:30	Kitchen and House Detail Assignments	
9:30	Property G. I.	Depart to Church
12:30 to 1:30	Lunch and Kitchen Cleaning Details	
1:30 to 4:30	Personal Time and/or Family Visit	
5:00 to 6:00	Dinner and Kitchen Cleaning Details	
6:00 to 8:00	Store Run or Free Time (at Staff Discretion)	
8:00 to 9:00	Free Time or Study Hall	
9:00 to 9:30	Corporate Prayer and Praise	
9:30	Prep and Plan for Upcoming Week	
10:30	Quiet Downtime in the room	
11:00 pm	Lights Out	

Note: Occasionally, there will be events such as Men's Breakfasts, conferences, or volunteer opportunities.

Reschedule Adjustment: Shopping Trip Plan B, Tuesday 6:30 pm to 8:00 pm.