



New Hope Counseling Recovery Center Residential Program

Applicant Information & Notifications

Dear Applicant:

Thank you for your interest in New Hope Counseling Recovery Center's (NHCRC) residential program! In this application packet you will find helpful information to determine if what we offer is appropriate for your stage of recovery. Please review all forms thoroughly and complete each section of the application carefully. Once you submit the entire application, your information will be assessed by the director. You will be contacted about your acceptance status. Please be prepared to participate in screenings and evaluations in person at our Gainesville office location. Additionally, preliminary background checks, drug screens, and/or medical records may be required to qualify for the program. You will find the following information in this packet:

1. the application
2. a description of admission policies and program summary
3. applicant considerations and qualifications
4. authorization form
5. overview of resident expectations
6. overview of services & treatment
7. frequently asked questions
8. dismissals & sanctions

Our goals and objectives are centralized to promote the safest environment possible for women in recovery while providing education, therapeutic services, skills, and stable sober living. Participants in our program have accepted and acknowledged a cross roads in their lives and are prepared to begin to make changes. We look forward to working with you and being a part of your recovery.

Professionally,

Amanda Hardin, LPC

Director, New Hope Counseling

Overview of Services & Treatment

Facilities/Housing

We provide semi-private rooms furnished with twin beds, night stands, and drawers, private closets, linens, towels, laundry room, kitchen area with cooking supplies, bathrooms, a wheelchair accessible shower, dining area, living area with television, and computer area. Room and board includes utilities, groceries, and basic amenities (cleaning supplies & products, internet access, television programming including Roku®). Residents will share in housecleaning chores, cooking, and cleanup. Each resident will be responsible for special toiletries as preferred. Cigarettes and snack foods are not included in the weekly grocery allowance. A full list of restricted items is detailed in the Resident Handbook.

Employment/Education

Each resident is required to have a full-time job and/or be involved in educational coursework. While New Hope does not provide residents with employment, we will direct clients to potential employment locations within walking distance. Additionally, we will assist residents in obtaining GED's and work training. We coordinate with Lanier Technical College for educational resources.

Treatment & Counseling

Residents will participate in a variety of treatment activities. Our program includes individual counseling, group counseling, psychoeducation, 12-Step meeting attendance, and daily independent, reflective activities. Additionally, integration into the residential living structure will provide opportunities for the client to learn and engage in authentic sober living, effective communication, and cooperation. Hopefully, this experience will teach clients coping skills, educate about aspects of addiction, facilitate personal exploration, promote insight, and provide a meaningful, safe context in which clients may engage in sober living.

Phases, Progress, & Privileges

As clients progress through treatment phases, more responsibilities, freedoms, and privileges are earned. While the first phase may seem restrictive and difficult, such policies are meant to acclimate the client to sober living and create structure on which to base the rest of the recovery process. Higher level phases are accompanied by privileges such as off residence passes, cell phone access, and personal vehicle access.

Program & Admissions Summary

NHCRC is a long-term residential treatment facility for women who are serious about long-term recovery. We provide a safe, confidential facility conducive to remaining alcohol and drug free.

At New Hope we do not discriminate based on race, age, color, religion, creed, or national origin. We believe that all residents deserve respect, dignity, and comfort in a caring environment designed to maintain a sober lifestyle.

Our program is confidential, anonymous and private. We expend every effort to guarantee confidentiality on and off our premises. Each resident will complete a Release of Information identifying those with whom we are given permission to discuss their treatment regimen. Exceptions will be made in case of emergency or in cases that mandate staff to break confidentiality for safety purposes. Although we are a private-owned facility, we do have governing agencies to whom we are accountable.

The admission process consists of prospective clients completing a thorough application and alcohol and drug history. Upon admission, an assessment is completed further evaluating the needs of each resident. Following this process, the

treatment and recovery phase begins. The most effective recovery happens when individuals recognize the need for change and are committed to living without alcohol and drugs. We believe that successful recovery involves treating the whole person. For this reason, any resident needing vocational assessment or GED Certificate will be referred to Hall Co. Dept. of Vocational Rehabilitation. If any resident has medical/dental needs they are referred to community agencies that can provide these services on a sliding-fee scale.

New Hope is a clinically managed Low-Intensity Residential Service (ASAM 111.1). Treatment methods consist of 12 Step Meetings, Individual Counseling, Female-facilitated Women's Group and House Meetings, and Psychoeducational Groups teaching recovery skills. Our goal is to assist residents in strengthening character, discipline, and self-worth.

New Hope is located in Gainesville, Ga., approximately an hour north of Atlanta. We provide substance abuse services for addicts requiring a structure of support to remain alcohol and drug free at home, in the workplace and in the community.

The Executive director and Residential Coordinator are responsible for administration and implementation of the program and its requirements. The coordinator is responsible for case management, and supporting the clients and House Manager. The House Manager, who is a paid employee, lives on site and is responsible for daily monitoring of all residents. She is authorized to represent New Hope when communicating with Parole and Probation Staff.

Records are to be kept in house or in New Hope office along with confidential personnel records. A copy of our Residential Handbook is given to each resident upon arrival. Policies and procedures are reviewed with residents and explanations provided as requested.

Applicant Considerations & Qualifications:

Please be advised, all applicants must be 18 or older. This program is designed for females only and is not accepting male applicants at this time.

If you are not committed to one year or more of residential treatment, or have less than one (1) year remaining on your parole/probation, we may not be able to admit you. For those who are on parole or probation, we require advance written approval of Parole & Probation Officers before we will consider you as a resident. Applicants that have a history of violence or charges related to assault or battery may not be accepted into the program. Each applicant must complete a background check as part of the application process.

In addition to probation/parole status, applicants are required to be in a state of abstinence from substance use or be able to verify completion of a detoxification program. If you are in need of harm reduction monitoring or detoxification, we can refer you to the appropriate resources.

New Hope is unable to provide on-site medical services for certain infectious diseases and severe conditions. To ensure the safety and wellbeing of each individual applicant, we may not be able to provide services to applicants who require regular monitoring by a medical physician. Submission of medical records may be required in addition to medical screening.

Currently, our deposit is \$500. This fee includes a background check to verify criminal history. Each resident is charged \$250 per week for the cost of room & board, utilities, counseling & treatment, & weekly, residential groceries. Everyone is welcome for consideration, but please be aware that this program is structured and organized to promote accountability, responsibility, and healthy living. If accepted into the program, all residents will be required to abide by all rules, expectations, and policies. Violation of these may result in dismissal from the residence. All resident approvals remain the sole discretion of New Hope Recovery Center.

Residents shall equally share household. This includes: the monthly fee for residency, utilizing democratic decision-making within the group including inclusion in and expulsion from the house, residential meetings, treatment attendance, & cooperation. In accepting these terms, the applicant understands that these conditions are different from the normal due process afforded by landlord-tenant laws.

Dismissals & Sanctions

New Hope is an abstinent-only program. All clients at New Hope are required to submit to random drug screens. Consequences are imposed for positive UDS and/or diluted samples. Testing positive for substances or being in possession of substances may result in discharge from the residence program.

Residents are to abstain from fighting, gossiping, and gambling. If a resident has a grievance with another resident, they should attempt to resolve the issue together using assertive, cooperative communication. If unable to do so, residents shall discuss matter at next house meeting and/or discuss with House Manager or Executive Director. Targeting, harassment, hazing, and bullying will not be tolerated.

Residents will be financially responsible for any property damaged deliberately or through negligence. The repayment/replacement process will be discussed with the client by House Manager and/or Executive Director.

New Hope **maintains the right to inspect any personal property of residents and visitors** upon arrival and at random as deemed necessary. Contraband includes, but is not limited to, cell phones, tablets, laptops, weapons, X-rated material, and/or any possession deemed illegal, or inappropriate in a recovery setting. Failure to surrender said item or material constitutes a violation of rules and is subject to consequences as posted by Executive Director.

Any client who engages in illegal activity will be reported to authorities and dismissed from the program. Such activity includes but is not limited to theft of residence or personal property, assault, possession of controlled substances, and distribution of illegal substances.

Violations of any rules and/or disrespectful/resistant/hostile behavior may result in:

Restrictions of freedom or privileges are determined by the Residential Treatment Team (director, coordinator, manager).

Suspension--privileges, freedom or visitation suspended for time frame determined by the Residential Treatment Team.

Extensions--length of service required for completion/graduation will be extended past original time frames determined by the Residential Treatment Team.

Discharge--services are discontinued without Certificate of Completion or graduation achieved.

There are two ways to be discharged; favorable or non-favorable. Favorable discharge occurs when a resident has met their objectives, goals and requirements that must be met. Non-favorable discharge occurs when residents are in violation of rules, failure to work or maintain financial obligations, failure to complete parole/probation requirements. Any resident who is being discharged non-favorably will be allowed to retrieve all their property under supervision from the residence. Any property left for 24 hours will be disposed of by the facility. No prepaid fees will be refunded unless extenuating circumstances makes this refund appropriate. If necessary, law enforcement officers may be called to facilitate the removal of a resident. Parole and/or probation officials will be contacted regarding the discharge of the resident if she is on parole or probation.

Dischargeable Offenses: Use of alcohol or illegal drugs or addictive medication, possession of contraband/substances/paraphernalia, violation of Code of Honor by lying or stealing, curfew, visitor, or transportation

violations, use of violence, threats or intimidation, committing a crime/breaking a rule or having knowledge of crime/rule breaking and not reporting it, maintaining contact of any sort with people that are still using, involved in crime or behaving socially irresponsible.

Penalties are intended to establish desirable habits of self-control and are designed to minimize repeat behavior. Our goal is for you to be successful in your recovery. Disregard for house rules compromise our objectives. If you are not willing to follow these rules, please consider other options for treatment.

Overview of Resident Responsibilities

THE FOLLOWING IS A **GENERAL SUMMARY** OF *SOME* OF THE POLICIES PROGRAM RESIDENTS CAN EXPECT AT NEW HOPE:

- I will cooperate with staff in providing a safe and peaceful environment that excludes threatening and violent behavior and/or abusive language.
- I will abide by New Hope policies which prohibit disruptive behavior and will follow all reasonable means of self-discipline.
- I understand that independent money management is an earned privilege and that I will abide by all fee schedules and policies.
- I understand that New Hope has a strict cell phone policy dependent on the client's phase level. Contact via phone, email, social media, and visitation is restricted for a portion of the program.
- I will not smoke in the facility. Smoking will be done outside facility in designated area and dispose of cigarette butts in container provided for this purpose.
- VAPE devices are restricted and are considered paraphernalia.
- I will strictly adhere to all policies on medication, including over-the-counter medication restrictions, prescription approval, pill counts, and container/storage standards. I will take all medications as prescribed by my physician and will clear use of any prescribed or over-the-counter medications with the Executive Director or House Manager prior to use.
- I will limit my calls as described in the program rules, take brief messages for other participants, and use mannerly phone etiquette.
- I will not bring any weapons, illegal substances or contraband onto the premises.
- I will not bring any unauthorized guests or other individuals who might jeopardize the sobriety and safety of those in the residence to the facility.
- I will sign in and out each time I leave the premises and request that all guests and visitors (other than staff) use the sign-in book to document their arrival and departure.
- I will respect other residents' rights to privacy, respect, peace and quiet.
- I will honor the confidentiality and privacy of others in the program.
- I will actively participate in performing assigned household chores and complete duties in the time required.
- I will participate in communal meal planning, shopping and preparation. I will share meals with the other residents.
- I will comply with house plans to include attending group, individual and private counseling as scheduled.
- I will submit to random and planned observed drug screens.
- I understand that I am expected to work and/or attend educational courses on a full time basis and that I will be responsible for obtaining employment.
- I will abide by residence, work, and treatment schedules.
- I will empty my trash regularly, attend to personal laundry (washing full loads only) at designated days & times,

and keep no food or drinks in my room.

- I will utilize universal precautions in my daily living, hygiene, and cleaning habits.
- I will clear all special visits or activities with staff through the written request process.
- I will be mindful of time management and reserve leisure time activities until after all program, treatment, or residential requirements are complete.
- I will follow the policy regarding utilities and be conservative with my use of water, electricity, waste, & household items.
- I agree to respect all property belonging to New Hope and will be held responsible for any damages. I understand that theft will result in criminal charges.
- I will secure the premises upon departure. I will sign in as instructed and utilize the calling procedures current in practice.
- I will keep the property exterior clean & orderly, notify management of any household or maintenance concerns in writing promptly.
- I will treat the pets humanly, feed, water and bathe as specified and ensure their well-being during inclement weather.
- Personal vehicles are not permitted for the first phases. Once I am permitted to have my vehicle on property, I will manage all personal property in the vehicle & secure it.
- I understand that my daily regimen is structured and on days where I am not working I will be required to complete household chores and engage in daily, individual therapy activities.
- I will do everything possible to be fair to others who may be working longer hours and be a team player.

****PLEASE BE ADVISED; THIS IS AN OVERVIEW OF OUR EXPECTATIONS AND IS NOT A COMPLETE LISTING OF ALL SPECIFIC POLICIES & PROCEDURES. APPLICANTS THAT ARE ACCEPTED INTO THE PROGRAM WILL BE GIVEN A FULL PARTICIPANT HANDBOOK.**

FREQUENTLY ASKED QUESTIONS ABOUT NEW HOPE COUNSELING RECOVERY CENTER

***What if I'm interested in NHCRC?**

Please contact our facility at (770)539-9669 with any questions about our residential program. Ask for Dani or Amanda. We will be happy to provide you with information. You may come and pick up an application at any time during our business hours, Monday through Thursday 9:00am-5:00pm and Fridays from 9:00am-4:00pm. Please read all application information completely before submitting an application. Once you have reviewed all the information and New Hope Recovery Center is an appropriate fit for your circumstances, be sure to submit all required documents.

***What about money?**

Clients are expected to maintain employment and pay a weekly fee that includes multiple services and accommodates basic needs. We do not provide money to clients. Failure to meet your financial obligations to New Hope compromises the rest of the house. All residents are expected to work and make regular payments on Mondays. Currently, our fees are \$250.00 per week.

***Where do I live?**

The physical address of New Hope Counseling Recovery Center will be provided to you and/or your Parole/Probation officer once approved as a resident.

***What about transportation?**

Public transportation via Red Rabbitt is available at a reasonable cost. Bicycles or other non-motorized resources (roller blades, skateboards, etc.) are acceptable. For the first phases of the program, personal vehicles are prohibited. Clients are expected to be self-sufficient concerning transportation and will not be permitted to depend on others for rides.

***What about visitors?**

There will be no visitation for residents during Phase 1 (3 months.) Visitation with family is approved in Phase 2 as approved by Executive Director/Residential Coordinator and Residential Manager, provided you have not had any sanctions. This is to ensure confidentiality and that no contraband enters the facility. The well-being of all is an uppermost concern.

***Can I make phone calls?**

Phone privileges are not available to residents for the first month of phase 1. After that, limited, brief personal calls to family members are permitted. Please do not receive calls at the house except for employment. An emergency number will be furnished when necessary. Please maintain regular communication with family via mail. No long distance, collect calls, or other charges will ever be accepted at New Hope, so don't incur them.

***What about court dates, obligations, custody hearings, personal and legal matters which need to be addressed?**

Each week you will submit a weekly schedule of your activities. The Residential Coordinator will review and approve all obligations. It will always be your responsibility to satisfy these commitments and you are expected to follow all instructions given by the court.

***Who does the cooking, cleaning, laundry & maintenance of the facility?**

Each resident shares & participates in a community setting all necessary functions required to sustain the house. A weekly schedule identifies the different tasks and person assigned to complete each task. This schedule may vary on a weekly basis. Everyone eats breakfast when served, makes a bag lunch for work & has a hot meal for dinner. Hours of kitchen access are posted. Clean up after meals will always be completed promptly. Chores are completed before & after work daily. Sanctions will be imposed for failing to do so when requested.

***What will I wear?**

We do not provide clothing, but if you are in need of initial resources to obtain basic clothing New Hope Recovery Center can direct you toward such resources. Regular, casual clothes that are neat, clean & appropriate are acceptable. For employment, clients will be responsible for acquiring the necessary uniform or dressing in acceptable work attire. This means no tank tops, cut-off t-shirts, ragged pants or shorts. Each resident is expected to be clean and represent herself in a professional manner--"ready for work."

***Is there a curfew?**

Yes. You will be in the house immediately after work, church, meetings, treatment, or other approved time away from the house unless prior arrangements have been made. At no time will you be unaccounted for during the day or night. At all times, you will have a buddy or other approved house representative to manage your whereabouts & activities. This means from the time you get up in the morning until you get up the next morning. Hours will be posted based on what phase you are in. Privileges are granted based on merit & performance.

***What happens if I break the rules?**

It is our policy for you to review the rules & policies PRIOR to arrival at New Hope. You will have an opportunity to ask questions, receive answers, and make requests long before you consider our facility for Aftercare. Be prepared to make other arrangements immediately if you are asked to leave. We have HIGH EXPECTATIONS for client compliance with the rules due to the sensitive nature of recovery and the safety of other participants. If you know this facility will not work for you, let us know before we continue the admission process. It's important that we respect and value others' time. Before you are accepted here, make sure you are committed to keeping your work and all agreements for compliance 24/7. There are no exceptions.

***When am I complete with your program at New Hope?**

This is really up to you. It is recommended that you demonstrate responsibility in every area of your life before you request to graduate. This generally takes a minimum of 12 months depending on your circumstances. All legal mandates have precedence over any proposed release dates.

***Can I learn a trade, get a GED, finish school or improve my opportunities to make more money?**

Yes! If you demonstrate accountability, commitment, and responsibility you will have the option to pursue higher education/ training. We will assist you in contacting resources.

***What if I want to change employers?**

You are welcome to look for gainful employment as long as it is appropriate after regular working hours, transportation is available, and you are able to be present at mealtime and meetings on time and keep your house agreements and follow the recommendations of staff.

***Does New Hope guarantee employment?**

No, but we will make every effort to assist you in this process provided we have adequate information in advance of your individual skills, trades, background & knowledge in an area that will get you a position you are suited for.

***How are any medical problems managed at New Hope?**

It is important to list any issues, health problems, chronic medical conditions, diseases, etc on your application. You may be asked to forward your medical records prior to being considered. Failure to disclose information accurately will be cause for dismissal. We do not assume responsibility for any medical treatment. For example, if you are an insulin-taking diabetic, require pain medications, take prescribed medication not in your medical file, or anything other than aspirin, Tylenol or ibuprofen, you may be ineligible for services at New Hope. Incomplete or unverifiable mental health histories in your medical records, propensity for violence or other behavioral and/or psychological issues are not appropriate at our facilities.

All routine health care concerns: ie, colds, flu, minor injuries, toothaches, etc, requiring a physician will be addressed through a local medical clinic at your expense. Any prior recurring medical, dental and/or psychiatric treatment needs cannot be met at our facility and will be referred to community health resources unless you have health insurance and/or financial resources for treatment at private agencies.

***What happens after New Hope?**

This is up to you and your circumstances. We will provide referral information on housing options, provide education on budgeting, driver's license reinstatement, ID cards, social security, career training, and transportation options. Your success at independent living will require personal motivation and a clean & sober lifestyle. We will provide you with after-care resources upon your graduation.

We expect all financial obligations due New Hope to be paid in full before departure. No Certificate of Completion will be granted unless done so. Cooperation with probation/parole departments may be compromised as a result of unpaid charges. Your family may be held responsible for all outstanding debts you incur.

It is our preference to furnish services to ex-offenders who do not live in Hall County. Being away from negative or toxic old friends and acquaintances affords a successful outcome over time.

If New Hope is what you're looking for, then fill out the application & send it to us. Once we receive your application, a description of the house rules, policies & procedures will be forwarded. Please review them carefully and indicate that you have done so in writing. Your counselor may call us at the number provided. Thank you for considering New Hope. We wish you well in your recovery plans, whether it is at New Hope or another facility.