

The background of the top half of the page is a teal color with a subtle, artistic illustration of an open book. The pages of the book are depicted as flowing, layered shapes in various shades of teal, creating a sense of depth and movement. Overlaid on this background is the logo for Hope Academy. The word "hope" is written in a large, white, cursive script font. A small, white, hand-drawn heart symbol is positioned above the letter "e". Below "hope", the word "ACADEMY" is written in a smaller, white, all-caps, sans-serif font.

hope
ACADEMY

CLIENT HANDBOOK

HOPE WOMEN'S RESOURCE CLINIC
OFFERING UNCONDITIONAL LOVE AND HOPE TO
PREGNANT WOMEN AND THEIR FAMILIES

THE MISSION OF HOPE ACADEMY

The mission of Hope Academy (HA) is to provide a foundation in Christian faith and principles through education and support administered to parents/guardians of children who are eligible to receive services at Hope Women's Resource Clinic (HWRC).

ELIGIBILITY

To be eligible for the Hope Academy, you must be an active client of Hope Women's Resource Clinic and the mother, pregnant mother, or designated female guardian of a child (or children) under 1 year of age. Each individual enrolled in HA will receive her own account, earning and redeeming points independently. All clients must complete Enrollment before shopping in the Blessings Boutique.

Fathers, expectant fathers, or designated male guardians of a child(or children) under 1 year of age are eligible for the Joseph Project. For more information about this program, please get in touch with Steve Jean at josephproject@hope-clinic.com or 409-898-4005.

ACADEMY ENROLLMENT

Clients who wish to be a part of the Hope Academy and acquire items in the Blessings Boutique must complete Enrollment. Enrollment is needed once per pregnancy/child. If you become pregnant again or otherwise become the child's guardian under 1 year of age, you must complete another enrollment. Enrollment and any earned points expire on the first of the month following the child's first birthday.

Currently, Enrollment is only offered through Google Classroom class code: [egenug6](#). Once complete, clients are notified via email and awarded 20 points.

"Having good manners means thinking about others before ourselves, letting people feel at ease, acting with kindness and showing appreciation.

Etiquette is a set of rules that helps us to find the common ground of what is considered suitable, acceptable and convenient in the community we live in."

Author Unknown

General Policies

The following topics discuss the policies for participation in the Hope Academy program. Abbreviations used include HA (Hope Academy) and HWRC (Hope Women's Resource Clinic).

BRINGING ITEMS TO THE CLINIC

Electronic devices – Clients must store any electronic device during a visit to the clinic. HWRC policy states that clients may not take photos, recordings, or videos without explicit consent from the Executive Director. **This policy includes the use of facetime/video conferencing while at the clinic and any communication that facilitates the possibility of a third party hearing and/or recording the people at the clinic.** HWRC is not responsible for your possessions. This means, if any item is lost or stolen, it is not HWRC's responsibility to replace the item.

Animals are not allowed in HWRC, except service animals.

Clients must keep food, drinks, and gum to a minimum. Should you or your child need a snack, please keep to dry foods that clients can carry in a bag and clear liquids (except formula/breastmilk).

CHILDREN

Children are welcome to accompany you to Hope Women's Resource Clinic! Clients must always supervise children, and they may not wander the halls unattended. Please let us know if your child likes to run or escape so we can assist in additional measures to keep your child with you at all times. It is not uncommon for children to cry or scream throughout your visit to the Clinic. This can become a disruption to you and others during class time. You may choose to place your child in our childcare room, available during classes.

You may step out of the room to allow your baby to calm down. Please don't hesitate to ask for help as this is not an uncommon circumstance for the staff, and we are prepared to assist you. There is a diaper changing station in the bathroom located in the Waiting Room.

DONATIONS & VOLUNTEERING

This program is free for every client! There is no cost or fee for any service(s) rendered at HWRC or HA. To avoid the appearance of any impropriety, no donations will be accepted, and HWRC will request no money from current clients of HWRC and/or HA. Additionally, current clients may not serve as the representative of another organization or entity while bringing material donations, such as clothing, strollers, etc., to HWRC. Clients must wait until the child is 18 months of age or 6 months after the visit for nonpregnant clients before volunteering.

HEALTH

Because this is a working clinic, please be advised that you, your child(ren), or your guest should not come to the clinic if the following symptoms are experienced. If the volunteers or staff of the clinic notice these symptoms, you may be asked to leave to maintain the health of the other clients.

- Fever above 100 Degrees. Please do not return to the clinic until fever-free without Tylenol (or other medication) for at least 24 hours.
- Diarrhea, which is considered more than two loose stools in a 24 hour period. Please do not return to the clinic until symptom-free without medication for at least 24 hours.
- Vomiting more than once in a 24 hour period. Please do not return to the clinic until symptom-free without medication for at least 24 hours.
- Continuous and/or copious green or yellow nasal discharge. Please do not return to the clinic until symptom-free without medication for at least 24 hours.
- Pink-eye (including infection and/or discharge from eyes). Please do not return to the clinic until seen by a physician and had at least 24 hours of treatment.
- Head lice. Please do not return to the clinic until seen by a physician and had at least 24 hours of treatment.
- Scabies or chickenpox. Please do not return to the clinic until seen by a physician and had at least 24 hours of treatment. A physician should also approve your return.
- Persistent and/or undiagnosed coughing and sneezing. Please do not return to the clinic until symptom-free without medication for at least 24 hours.
- Rash/Skin Infection/Excessive Itching. Please do not return to the clinic until seen by a physician and had at least 24 hours of treatment.
- Sore throat/Strep Infection. Please do not return to the clinic until seen by a physician and had at least 24 hours of treatment. A physician should also approve your return.

*"Respect for ourselves guides our morals, respect
for others guides our manners."*

Laurence S. Terne

MODEL OF CHARACTER TO ONE ANOTHER

Through experience and education, people begin to interact with and see themselves, others, and the environment differently. To establish and maintain a climate in which education and practical application can occur, each person needs to behave in such a way that encourages it. Therefore, a Code of Conduct has been implemented. This Code of Conduct represents the minimum behavior guidelines for clients participating in Hope Academy.

- All people, staff, volunteers, clients, or guests of HWRC will treat others with respect.
 - “So in everything, do to others what you would have them do to you, for this sums up the Law and the Prophets.” Matthew 7:12
- All people, staff, volunteers, clients, or guests of HWRC will abstain from any inappropriate conversation and/or the use of profanity while at HWRC, including the clinic areas outdoors, such as the parking lot and sidewalks.
 - “For whoever would love life and see good days must keep their tongue from evil and their lips from deceitful speech.” 1 Peter 3:10
- Clients may not loiter in the hallway per safety and fire code.
- Do **NOT** knock on the Hallway Door for entry.
- Group Classes **BEGIN** when announced.
 - Clients must be in the classroom within 15 minutes of the scheduled class or wait in the Waiting Room for the next class to begin.
- Blessings Boutique **OPENS** when announced.
 - Do **NOT** knock on the Boutique door for entry.
 - Please remain in the appropriate room (Classroom or Waiting Room). **DO NOT WAIT IN THE HALLWAY**
- If you need to regain access to the client area, **ASK** the receptionist to permit you re-entry.

"Goodness is about character - integrity, honesty, kindness, generosity, moral courage, and the like. More than anything else, it is about how we treat other people."

Bennis Prager

SUBSTANCE ABUSE POLICY

Abuse of substances, legal or illegal, is strongly discouraged due to the health risks that affect you, your child, and your family. HWRC does not perform drug tests on clients/ students during visits. However, if it is suspected that you, your child, or your guest is under the influence of, have possession of, or intend to sell or distribute controlled substances (alcohol, prescription drugs, illegal drugs, etc.), consequences will occur including, but not limited to: removing you from the program, reporting the incident to the appropriate agency, and/or calling law enforcement.

You are best equipped to determine your own actions and activities. However, we are under a legal obligation to report behaviors we are personally aware of or suspect that may endanger the child(ren) in your direct care.

If you are actively using a controlled substance and/or alcohol and want to stop, we can help. Please ask a staff member or volunteer for information about resources today.

PROBATION FROM THE ACADEMY

While enrolled in HA, probation is a period when HWRC can press the “Pause” button. We want to help you catch up with classes and/or address special situations during this time. It is not intended to be a punishment. HWRC will use a meeting with the Director of Programs & Development or Executive Director to discuss conditions for returning to HA. Once the conditions are met, you may resume activities in the HA program.

REMOVAL FROM THE ACADEMY

Full removal from HA is rare and will only occur as a last resort. The Director of Programs & Development will recommend removing the client from the program with final approval from the Executive Director. Possible reasons for removal include, but are not limited to:

- The client is under the influence of possession of or intends to sell or distribute controlled substances (alcohol, prescription drugs, illegal drugs, etc.) while on HWRC property. This includes the parking lot, sidewalks, and backyard areas.
- The client is a participant in a hostile or violent incident at HWRC, resulting in the notification of law enforcement.
- The client repeatedly disrespects volunteers, staff, or other clients while on HWRC property.

Earning & Redeeming Points

Being a part of the program offers an opportunity to earn points to be redeemed in the Blessings Boutique.

The Blessings Boutique has a wide variety of items for the baby's first year. Clients must earn points independently for their own children.

Points may not be transferred to another client or carried over to another pregnancy.

The client may redeem points online through a Blessing Boutique Request or during shopping Boutique hours.

EARNING POINTS

DOCUMENTATION

HA requests verification to earn points. These can easily be uploaded using the tools in Google Classroom. Should you have difficulties or questions, email us at hopeacademy@hope-clinic.com.

POINTS

As a courtesy, HWRC uses software to maintain points earned and spent. However, the accuracy of points earned and spent is the responsibility of the Client.

Points must be **"ADDED" BEFORE "SPENDING"** when shopping in person at the Boutique.

Group Class points are **NOT** available to be used on the **SAME DAY** in the Boutique.

Clients may request a history of points earned. This request must be in writing and may take up to 7 business days to complete. Clients are responsible for keeping track of their own points. Clients must bring any earning discrepancies to the Director of Programs & Development for review.

POLICY ON MULTIPLE BABIES PER PREGNANCY

Multiple babies per pregnancy are an opportunity for God's joy to double, triple, or even quadruple! The client must receive confirmation of multiple babies in pregnancy before awarding additional points. All points earned are multiplied by the number of births (2, 3, etc.). Limits on purchases are increased to match the number of births to provide for all children and their families appropriately.

"My life changed the day I moved beyond just wishing for things and I started earning them. That is the day I learned that we don't get what we wish for, we get what we work for."

— Steve Maraboli

POINT EARNING DETAILS

The next section will discuss the guidelines and requirements for earning points in various categories. **Not all earning methods are explained in detail.** Additional methods are posted in Google Classroom.

ACADEMY GROUP CLASSES

To receive points for class attendance, you must be in the classroom within 15 minutes of the scheduled time **AND** sign in on the sign-in sheet for **EACH** class. If you arrive after 15 minutes, you must wait in the Waiting Room for the next class to begin. Class points are not available for use in the boutique on the same day.

ATTEND COLLEGE OR HIGH SCHOOL

It's hard work to attend school while pregnant and/or while the baby is under a year old! To receive points for class attendance, upload your grade card using the tools in Google Classroom. You will receive points per class that you have received an A, B, or C grade.

BABY'S DOCTOR VISIT

The health of your child is critical! Upload the verification of the appointment using the tools in Google Classroom. Examples of verification include:

- School or Work Excuse issued by the Doctor's Office
- Billing Receipt from the Doctor's Office
- Visit History issued by the Doctor's Office

*Appointment cards are **NOT** able to be used to receive points.*

BABY'S IMMUNIZATIONS

Upload documentation of immunizations using the tools in Google Classroom. Points are earned per shot/dosage.

"Success is where preparation and opportunity meet."

Bobby Unser

BIBLE VERSES

To receive points for Bible verses, complete the following:

- **Prepare a Single Piece of paper with**
 - The top of the paper must include:
 - Client Name & Birth Date
 - For each Bible verse, write
 - The Book of the Bible
 - The Verse Number
 - The Contents of the verse to be recited
- When prepared, go to the Blessings Boutique. Recite each verse as written.
- You must recite verses before shopping.

A few verses of the Bible, although valid, are not able to be used to receive points.

Those include:

- *1 Thessalonians 5:16*
- *1 Thessalonians 5:17*
- *John 11:35*
- *Luke 20:30*

EXERCISE CLASS

Taking care of yourself is very important, not only during pregnancy but after!

To receive points for exercising, use the tools in Google Classroom to upload a:

- video of your workout
- screenshot of your health/exercise app

You will be awarded points for every 20 minutes of exercise—a limit of 2 per week.

GRADUATE COLLEGE OR HIGH SCHOOL

If you graduate or receive a certificate of completion (such as a GED) from High School or College **DURING PREGNANCY OR BABY'S FIRST YEAR**, you can upload your diploma or certificate using the tools in Google Classroom to receive points.

MAINTAIN EMPLOYMENT

If you are employed **DURING PREGNANCY OR BABY'S FIRST YEAR**, upload a photo or pdf using the tools in Google Classroom. Pay stubs must have visible

- Client's Name
- Client's Address
- Employer Name
- Employer Address
- Pay Period
- Check Date

All other information, including pay rate or other identifying data, may be blacked out or removed.

PRENATAL DOCTOR VISIT

Your health is critical! Upload verification of the appointment using the tools in Google Classroom.

Examples of verification include:

- School or Work Excuse issued by the Doctor's Office
- Billing Receipt from the Doctor's Office
- Visit History issued by the Doctor's Office

*Appointment cards are **NOT** able to be used to receive points.*

SUMMARIES

Summaries are a quick way to earn several points! HWRC has determined that the following resources are for the benefit of clients to read and write a summary **PER CHAPTER, PODCAST, OR VIDEO**. A minimum of 300 words is required per summary and can be completed online using the tools in Google Classroom.

Please note that only these sources are able to be used for summaries.

SUMMARY SOURCES

Youtube Channels

These channels offer a variety of videos and publish regularly. Search Youtube for each channel. ***You may write a summary per video.***

- Hand in Hand Parenting
- 123 Magic Parenting
- The Parenting Junkie
- Smarter Parenting
- St. Louis Children's Hospital

SUMMARY SOURCES CONTINUED

Books

The approved books are available at the Clinic to be used in the classroom but are also available at all Southeast Texas libraries. **You may write a summary page for each chapter of each book.**

- The 5 Love Languages of Children: The Secret to Loving Children Effectively ©2016 by Gary Chapman & Ross Campbell (12 Chapters)
- The Happiest Baby on the Block ©2016 by Harvey Karp (15 Chapters)
- What to Expect When You're Expecting ©2016 by Heidi Murkoff (23 Chapters)
- What to Expect the First Year ©2014 by Heidi Murkoff (21 Chapters)
- The New Strong-Willed Child ©2017 by James C. Dobson (12 Chapters)
- The New Dare to Discipline ©2018 by James C. Dobson (11 Chapters)
- Parenting Isn't for Cowards ©2007 by James C. Dobson (12 Chapters)
- 1-2-3 Magic: 3-Step Discipline for Calm, Effective, and Happy Parenting ©2016 by Thomas Phelan (24 Chapters)
- The Nursing Mother's Companion, 7th Edition © 2017 by Kathleen Huggins (9 Chapters)

Podcasts

Podcasts are available for free from a variety of sources. **You may write a summary per podcast episode.**

- Focus on the Family Broadcast
 - focusonthefamily.com, Radio Broadcast, Radio (KKHT 100.7 or KSBJ 89.3), iTunes
 - Pardon the Mess (iTunes)
- Legacy of Faith
 - alegacyoffaith.us, iTunes
- Truth.Love.Parent
 - truthloveparent.com, iTunes, Google Play
- Raising Adults – Future Focused Parenting
 - raisingadultspodcast.com, iTunes, Sticher, Youtube
- Solo Parent Society
 - soloparentsociety.com, iTunes, Soundcloud, Sticher,
- The Parenting Junkie
 - theparentingjunkie.com, iTunes, Sticher, Google Play

TESTIMONY

There is an opportunity to share your story with people outside the walls of HWRC through testimony. There are various levels of participation to give a Testimony and are awarded differently.

- The **first level** of participation is to complete a few questions using tools in Google Classroom. There is a minimum of 255 characters per answer. Points are awarded following a review.
- The **second level** of participation is to write a "story" of your testimony. Using the questions from the first level, write your testimony as you would tell a story with several paragraphs. Expand on the answers given in the first level and give more details. Points are awarded following a review.
- The **third level** of participation is to record your testimony as a video. You can either create your video story first and then write out your story as you've told it, or you can write your story and then tell the story through video. Points are awarded following a review.
- If you complete **all three levels** of testimony participation, you will receive a bonus set of points awarded after reviewing all three levels.

"It has always been on the written page that the world has come into focus for me. If I can piece all these bits of memory together with the diaries and letters and the scribbled thoughts that clutter my mind and bookshelves, then maybe I can explain what happened. Maybe the worlds I have inhabited for the past seven years will assume order and logic and wholeness on paper. Maybe I can tell my story in a way that is useful to someone else."

Nancy Horan

REDEEMING POINTS THROUGH THE BLESSINGS BOUTIQUE

BLESSINGS BOUTIQUE

The Boutique is provided to assist clients through the baby's first year with material needs which can be very costly and are often not covered by other sources. The Boutique is 100% supplied through the generosity of the community through donated items. These items are carefully cleaned and inspected before being placed in the Boutique.

Because the Boutique operates solely on donations, the availability of items varies. There are no guarantees on particular items, such as larger size diapers, specialty formula, strollers, car seats, cribs, etc. HWRC attempts to meet the needs of special requests but cannot make guarantees.

Trades and returns are generally not accepted and must be approved by the Director of Client Services or the Executive Director. Additionally, if a defect in an item has been found, it must be brought to the attention of HWRC within 24 hours of "purchase" (either through phone, email, or in-person) to discuss the next steps.

Due to space limitations, item holds are not available.

CLOTHING

Baby clothing items, both new and used, are based upon donations from the community. It is our privilege to receive and distribute these items to clients. Please refrain from "purchasing" items as gifts for others or for children who are not part of the program, e.g., the child is older than 1 year old, not a current client of HWRC, not enrolled in HA. Additional limits may apply based upon donations received.

BABY BEDS

Baby beds are available upon request through forms available in Google Classroom. Each is limited to one per family per lifetime, except for multiple babies per pregnancy. Clients who have enrolled in the program again with their second pregnancy, and have already received a new baby bed for their first child, may not receive another new bed.

*"If a man is called to be a street sweeper,
he should sweep streets even as
Michelangelo painted, or Beethoven
composed music or Shakespeare wrote
poetry. He should sweep streets so well
that all the hosts of heaven and earth will
pause to say, 'Here lived a great street
sweeper who did his job well.'"*

Martin Luther King Jr.



3740 LAUREL AVE, BEAUMONT, TEXAS 77707

409-898-4005 | HOPE-CLINIC.COM