**Noah’s House Inc. – Program Founder**



Our founder, John Lloyd, is in recovery from substance use disorder. Since late 2012, John has been free of both drugs and alcohol and continues to recover. Realizing the benefits of help that impacted his recovery, John went onto establish Noah’s House, Inc. in 2016 and Gracie's Place in 2018. John is passionately and unconditionally committed in helping others with their recovery. John is pictured with his wife, Maggie and their 2 children, Noah and Gracie.

**VISION** At Noah’s House Inc., we believe in not just new life, but with the fellowship of other recovering addicts and God’s guidance you can have abundant life. We believe that the only way we can maintain what we have gained is by giving it away. Recovery is more than abstinence from mind altering substances, it is a way of life. Recovery is identifying and developing core values of integrity, service, and spiritual principles that we incorporate into our daily lives. We will provide a supportive environment for individuals who are desperate to live their lives differently. The goal is to build through integrity, spiritual principles and self-sufficiency, with a willingness to become a successful and productive member of the community. To offer homes that are conducive to recovery through a loving supportive environment that is God centered. We meet each person where they’re at offering a hand up not a handout.

**PURPOSE** It is our goal at Noah’s House Inc. NH/GP Recovery Program to help men and women experience true freedom and abundant life in a stable, peaceful, and supportive home environment that is free of alcohol and drugs. We believe that recovery is only possible when men and women pay attention to the physical, mental, and spiritual aspects of their recovery. Our purpose is help each person learn a new way of life and a new way to define their personal success. We believe that when a person is courageous enough to follow the guidance we provide; they will have a real chance at recovery and will learn to live a life full of hope and purpose.

Noah’s House Inc. / Gracie’s Place Recovery Program

It is said that recovery is not so much about staying clean and sober but about a lifestyle change. While this is true, the new lifestyle must be built on something solid. We believe that working with one of the many recovery processes and doing step work and acknowledging that there is a higher power, will begin to bear the fruit of clear thinking, the ability to share and to ask for help, to be intimate, and to trust. These transformative experiences take time to solidify and become foundational.

Those of us already in recovery can relate from our own similar backgrounds and experience and we know exactly where each man or woman is coming from and can offer him or her hope for where he or she wants to go. We meet them where they’re at offering empathy, encouragement, a listening ear, and a way to have a new life. We know as recovering addicts what we are up against statistically, but we also know surrender to a higher power, and other addicts sharing their experience, strength, and hope can be lifesaving.

We offer a home that is conducive to recovery through a loving supportive environment that is centered on spiritual principles. We will assist you with your basic needs, help you find and maintain employment, and help connect with supporting agencies that will help meet your medical and/or mental health needs. We offer an atmosphere of accountability and support, but most importantly we help each man see that recovery is possible and life can be manageable.

In addition to an emotional, cognitive and social foundation, a predictable, sustainable, stable routine is essential.

There is something about simple, day after day, week after week consistency that teaches us some essentials of a healthy lifestyle. We have learned through our own recovery that constructive regularity is one element of a stable foundation. The greatest challenges will be learning to just stay put and not cut and run.

Noah’s House Inc. / Gracie’s Place Recovery Program

During the interview process, the director and/or founder will require full disclosure from the applicant, which includes a signed release in order to do a complete criminal background check. We want to understand the individual’s history and their current situation, to ensure that the Noah’s House Inc., is a good fit for the applicant and that they will be compatible with the current program participants and guidelines. We are not equipped to handle the special expertise required for men or women who are on the sex registry. As in any community, each Resident is held responsible for their choices and conduct. The Founder, Program Director, House Manager, and fellow residents will hold each individual accountable for their actions.

We make a conscious effort to encourage and support all residents to take responsibility for themselves and to become positive and an engaged participant in this recovery community.

We feel the following goals must be achieved for an individual to be successful or off of blackout:

* Realize they are powerless over their addiction
* Surrender to a higher power
* Get a spiritual advisor/mentor
* Seek and maintain employment
* Build a strong and proper support system
* Practice a daily routine.
* All Residents in the program are required to submit to an alcohol/drug evaluation through a participating Drug and Alcohol Provider.

Each Resident is expected and required to follow the out-patient recommendation that is given. He or she must also participate in a 12-step program within the local community, as well as any court-ordered classes such as Anger Management, Domestic Violence, Parenting, etc. Most Residents will require some medical care, psychiatric assistance, trauma/grief counseling and financial aid through the Department of Social Services.

Rules and Guidelines

Each resident is on “Blackout” until they meet the goals of participation in a spiritual fellowship, gainful employment, efforts to pay rent and follow all program requirements.

1. Residents are required to attend 5-12 step meetings per week if not in IOP or gainfully employed. If employed or in IOP, residents are required to maintain a minimum of 3 meetings per week.
2. You must have a spiritual advisor/mentor to maintain residency and provide proof of such.
3. No lending or borrowing money.
4. Weekly house meeting attendance is mandatory.
5. Anyone who wishes to come on Noah’s House Inc. property, must be preapproved by staff. This includes no drop offs or deliveries without permission.
6. All residents must be in compliance with parole/probation.
7. All residents must follow through with any D&A/Mental health treatment plan recommendations.
8. No smoking in the building. Smoking is permitted outside in designated areas only. Please dispose of cigarettes properly.
9. No resident is to enter another residents’ room.
10. Rooms are subject to search and inspection at any time.
11. No food in rooms.
12. Each resident will be responsible to do their assigned chores as well as keeping common areas clean.
13. No dishes are to be left in the sink. Everyone is responsible for cleaning up after themselves.
14. Rent is due when you are paid. **NO EXCEPTIONS**
15. You are expected to have gainful employment (that is **NOT** harmful to your recovery).
16. You are not permitted to walk off your place of employment without discussing it with staff.
17. All medications both prescribed and over the counter will kept locked up and distributed under staff’s supervision according to the directions on the bottle. We reserve the right to refuse certain medications in our facility.

Rules and Guidelines, cont’d

1. Residents placed on behavioral contracts could be subject to “blackout” and will follow those guidelines as such.
2. Residents will be in by curfew. Work is the only exception.
3. Each resident is required to sign in and sign out when leaving/returning to the building.
4. Disrespectful behavior towards other residents or staff will not be tolerated. This includes stealing or physical confrontations.
5. If you are not at work, you are required to follow the house schedule.
6. Any illegal activity will be reported to authorities and grounds for immediate eviction.
7. All residents residing within NH/GP are required to participate in 25 hours of property upkeep and maintenance if not gainfully employed, to be specified by staff. Residents that are gainfully employed are also required to participate in property upkeep and maintenance unless otherwise scheduled to be offsite.
8. Mandated community service must be preapproved by staff.
9. Residents will respect the anonymity of other residents.
10. In the event you leave NH/GP, you have 1 week from exit date to collect all of your belongings. Anything left at the end of business (5:00 p.m.) on the 7th day may be donated or discarded.
11. A two-week notice in writing is required before moving out. If you decide to leave prior to your notice, you will still be responsible for that period of rent.
12. You are to be productive in your recovery and work on your goals while living at NH/GP.
13. If you suspect someone else in the house is using or participating in illegal activity, it is your duty to protect the house and your own recovery by making staff aware.
14. Personal relationships will not be tolerated on any level, unless married or child/children are involved per discretion of staff only.
15. Transportation is a privilege. All requests after the 30-day employment transportation allowance, will be considered within the local area if staffing is available. No smoking, eating or drinking in NH/GP vehicles. NO EXCEPTIONS
16. Rule of Thumb: Any and all activities that you are participating in at NH/GP, you must be ready 15 minutes prior to leaving.

**Grievance Policy**

The client has the right to register formal complaints regarding the services provided by Noah’s House Inc. or complaints regarding NH or GP staff. Clients who file grievances will not be denied services based on such complaints. This Grievance Policy must be presented to the client during the initial intake interview.

The standardized grievance procedure is intended to address only issues specific to services provided by Noah’s House Inc. or its staff. NH/GP is not expected to address any complaints lodged by any client in reference to another client’s issue; neither is it expected to address complaint’s regarding other supporting agencies or external programs.

The client must also be informed that accompaniment by an advocate (e.g., co-worker, friend, family member, etc.) at each step of the grievance process is permissible and that the complaint may be withdrawn by the client at any time.

**Grievance Procedure**

This standardized grievance procedure is intended to address only issues specific to Noah’s House Inc. NH/GP Recovery Program/and or staff complaints.

**Step 1**

**The client requests to file a grievance that specifically relates to the NH/GP Recovery Program and/or staff complaints**

Immediately upon expression of a concern or complaint, the client will be directed to the House Manager to obtain a Grievance Form. The House Manager is responsible to explain each step of the grievance procedure to the client and to assist in the proper completion of the form. This form is deliberately formatted and worded to limit the length of the complaint and to compel the client to succinctly describe the issue of concern. It is imperative that the description be clear and manageable. Attachments are acceptable. The completed form must be returned to the House Manager by the client within 30 days of the incident.

**Step 2**

**The House Manager directs the Grievance Form to the Program Director**

The House Manager will review the form for completeness and timeliness within 3 business days of receipt from the client. Late or incomplete forms will not be accepted. Complete and timely forms will be forwarded to the Program Director within **three working days** of receipt of the form from the client. The Program Director will review the Grievance Form and will attempt to meet face-to-face with the client to resolve the matter. This meeting must be scheduled within **five working days** of receipt of the form from the House Manager.

In a meeting with the client, the Program Director should make all reasonable efforts to resolve the grievance to the client’s satisfaction. If the matter is resolved, the client will sign the Grievance Form, indicating satisfaction with the proposed resolution. The Program Director will then place the completed Grievance Form in the client’s confidential file.

If the client is dissatisfied with the outcome of the meeting with the Program Director, the client will immediately sign the Grievance Form indicating dissatisfaction with the proposed resolution and will direct the Grievance Form to the Founder within **two working days** of the meeting with the Program Director.

**Step 3**

**The Program Director directs the Grievance Form to the Founder**

The Founder will review the Grievance Form and attempt to meet face-to-face with the client to resolve the matter. This meeting must be scheduled within **ten working days** of receipt of the form from the Program Director. In meeting with the client, the Founder should refrain from making an immediate decision but should gather as much pertinent information from the client as possible.

The Founder is allowed up to **five working days** from the date of the meeting to consider the matter, at which time a decision must be provided to the Program Director in writing. The Founder will notify the client in person of the decision within **five working days**.

If the matter is resolved, the client will sign the grievance form, indicating satisfaction, with the proposed resolution. A copy of the completed grievance form will be placed in the client’s confidential file.

If the client is dissatisfied with the outcome, the client will immediately indicate his/her dissatisfaction with the proposed resolution and the Founder will direct the grievance form to the Board of Directors within **two working days** of the notice to the client of the proposed decision.

**Step 4**

**The Founder will direct the Grievance Form to the Board of Directors**

Upon receipt, the Board of Directors will review all submitted materials regarding the matter. If necessary, the Board will attempt to contact the client to further discuss the complaint. The House Manager, Program Director, and Founder may be consulted for clarification of issues. The Board of Directors is allowed up to **fifteen working days** to consider the matter, at which time a written decision must be provided to the client. The decision will be accompanied by the Grievance Form for final signature by the client and for filing.

**The decision of the Board of Directors is Final**. For purposes of program continuity and efficiency, the program may not process the same complaint by the same client more than one time. The Program Director is to place the completed Grievance Form (signed by the client) in the client’s confidential file and will forward a copy of the completed Grievance Form to the Founder.

Client Grievance Form

This form is to be used by Noah’s House Inc., and Gracie’s Place clients to submit grievances regarding the level of service quality, violation of program policies, breaches of confidentiality, grievances regarding Noah’s House Inc. staff or volunteers, etc. Once completed, return this form to the House Manager.

Your Name **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Today’s Date**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Date of Incident **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Briefly describe the incident or concern:

*(If additional space is needed please attach to this form)*

Briefly describe your expected resolution to this problem or concern:

*(If additional space is needed please attach to this form)*

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Your signature here provides consent for release of information regarding this grievance to any appropriate parties.*

Noah’s House Inc. / Gracie’s Place Recovery Program

Complaints / Grievances with Clients

The client first needs to address the complaint/grievance with the individual(s) directly. This is the first step in the resolution process. If there is no resolution, a Grievance form must be completed and given to the House Manager.

The House Manager will address the complaint/grievance with the client. This is the second resolution process. If there is no resolution the grievance form and any supporting documentation will be given to the Program Director.

The Program Director will review the complaint/grievance form, and then meet with the House Manager and client to address the complaint/grievance. This is the third step in the resolution process. If the client feels the complaint/grievance is still not satisfactorily resolved, the client may appeal in writing to the Founder.

Client Grievance Form

This form is to be used by Noah’s House and Gracie’s Place clients to submit complaints/grievances with another client. Once completed, return this form to the House Manager.

Your Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Today’s Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Incident**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Briefly describe the incident or concern:

(If additional space is needed please attach to this form)

Briefly describe your expected resolution to this problem or concern: (If additional space is needed please attach to this form)

Signature**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Your signature here provides consent for release of information regarding this grievance to any appropriate parties.*

Client satisfied with resolution: Yes No

Client signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date