

Hope House rules – as told by Lynne Seagle

6/24/12

Don't ask people if they are happy, ask them how they want to live

Practice participatory management but not democracy

Learn from real businesses

Promote from within

Hire values, not experience

But remember that people who are attracted to the field have holes that need to be filled –so help them fill them in healthy ways

“Taking people home for Christmas isn't a kind thing”, create clarity about expectations and boundaries

Hire adults and reward them for being adults

Be open to learning from people who provide support and those who receive support

Mistakes are expected as is the learning from them

People who live alone with real relationships (many eyes from neighbors and friends) are safer than people who live with many and are only watched by staff

Question assumptions about people – e.g. he is not “work ready”

Pay attention to safety but growth involves risk, having a life involves risk – the risks are worth it

Everyone who works at Hope House sees that the most important part of their job is connecting those who use services to their communities

Do the things that create real teams and then use and maintain them – how we work together. Engage in good practice, take people out to do rock climbing, rafting, have retreats.

Just start

