



STUDENT MANUAL

Introduction

- Teen Challenge is a spiritual program. Some of the procedures may be a new experience for you. We simply advise you approach them with an open mind. We are here to tell you that God cares about you and can help you. Jesus Christ is our program. Without Him we do not have a program. If you will be honest and yield yourself to the Holy Spirit while you are here. He will reward you.

New Students

- Each new student will be completely searched and required to take a shower upon entrance. No visits or telephone calls are permitted during the first two weeks. For the first two weeks, new students are not allowed to talk to or sit with other new students who have been here less than two weeks.

General Restrictions

- No smoking (tobacco products of any kind), e-cigarettes, drugs, or alcoholic beverages are permitted including times when off campus.
- No cursing, foul language of any kind, or talk about former life, drugs or alcohol is allowed.
- Each student is expected to use acceptable forms of address, such as “Brother Joe” or “Sister Jane” or “Pastor Jarrod”. Slang expressions and nicknames are not acceptable. Students are to address one another by their proper name.
- Students are required to be ready and on time for all scheduled events.
- Fighting is never tolerated.
- No one should be lying down during the day without staff approval. You may not lie down during free time or at any time between 6:00 a.m. – 10:00 p.m. unless you are ill.
- If you are too ill to get up in the morning you must remain in bed all day. Your temperature may be taken, and soup will be brought to you. You may get up only to use the bathroom.
- Students having to go off campus an excessive number of times (15) for personal reasons may have time added to the program. This includes going to the doctor, dentist, probation officers, etc.
- If you are given an answer to a question by staff or intern, do not ask anyone else unless you inform them of what the other staff or intern has said. Do not keep going to staff until you get the answer you want.
- No current student is allowed to talk to anyone who has left the Teen Challenge program early.

- No secular reading material of any kind are allowed unless the director gives special permission. Only approved Christian reading material is allowed.
- No stray animals are to be petted or fed.

Chapel, Devotions, and Church

- Your bed must be properly made and your area neat before prayer time in the morning.
- Morning prayers set the pace for your whole day. You may not be accustomed to praying out loud but let us encourage you to try. You will find out that as you verbalize your requests you will develop your ability to communicate with the Lord. Also, as you pray out loud for others it will encourage them.
- The position of prayer is on ones knees (no sitting in pews or lying down). Exceptions must have permission of staff on duty. You must have your head up to the point that your face can be seen (no lying down in a chair or the pews with your head on your arms or the pew, not hiding your face in your hands or any other way).
- You may not read during prayer time. This includes the Bible.
- All students must sit together at all church services. When at church you are expected to focus your attention on those conducting the services. Students are not permitted to visit with or receive addresses or phone numbers from anyone they might meet during chapels or church services. Students are not permitted to go to the restroom without staff permission. Do not ask unless it is an emergency. When attending churches, you are not to be going to members of the church and praying for them. You are not to be taking any action that draws attention to yourself. Arms are not allowed on the backs of pews.

Mail

- You are only allowed to correspond with your immediate legal family on your approved contact list. The Center Directors will monitor all incoming and outgoing mail. All outgoing mail is to be sealed by the Directors.
- The mail will be handed out as soon as possible. Do not ask for it ahead of time.
- Do not put your name on mailing lists of churches, ministries, or other organizations while you are at Teen Challenge.

Phone Calls

- You must be here for two weeks before making or receiving any phone calls. You may only call immediate legal family on your approved contact list. You are permitted to two phone calls per week. This may include two outgoing calls or two incoming calls, or one of each. Phone calls are limited to 15-minutes. A record will be kept of all the calls you make and receive. DO NOT make a call unless it is logged. The intern, staff on duty, or dorm leader will dial the phone and make the connection – YOU are not to dial the number. You are not to be on the phone unless it is logged onto the phone log – so before you get on the phone make sure it is logged. Don't ask for more time than your limit. Phone calls will be made at appointed times only. All phone calls are being monitored.
- You are NOT permitted to have a cell phone.

Meals (Food & Drink)

- Do not take food or drink out of the dining area. You may refuse any food item or request smaller portions of any item. You are allowed one cup of coffee or tea (if offered) at breakfast.
- If you are fasting, you must have the Program Director's approval and tell the staff on duty at each meal. When fasting you must be in the chapel praying during mealtimes.
- No drinks, food, gum, candy, etc. of any kind are allowed in the chapel, class, church (anywhere) or in the dormitory area (except individually wrapped hard candy).
- No one is allowed to make any "special" food or drink of any kind.

Money

- Students are not allowed to have money of any kind at Teen Challenge; however, we do allow students to have a Walmart card.

Musical Instruments

- Do not bring any musical instruments. Only approved Christian music and such practice music as necessary to develop your skills are allowed. The use of any musical instrument is a privilege. It may be suspended. No one is allowed to play any of the instruments that are in any church we attend without permission.

Personal Hygiene and Grooming for Women

- A shower must be taken every day. Showers are to be limited to 10 minutes or less, a maximum of 15 minutes in the bathroom per student. You are allowed only one shower a day unless approved otherwise. Any personal items left in the bathroom may be thrown away.
- Hair must be clean and neatly brushed according to haircut and style. Hair must be kept away from face and eyes. Haircuts and color must be preapproved by the Program Director.
- Each student will dress neatly and appropriately for all occasions. Blue jeans and/or sneakers (tennis shoes) may not be worn to church services. Sandals, flip-flops, etc. must be approved by the Program Director.
- Shorts and skorts may be worn for sports or work duties on campus. They must reach to the middle of the kneecap and be hemmed (no cut-offs). Appropriate casual dress must be worn to class; such as nice jeans, casual slacks, blouses, skirts or dresses. No sleeveless wear whatsoever is permitted. No shirts or blouses that show any of the midsection is permitted. No skirts/shorts shorter than mid-knee length, tight fitting apparel, spandex, sweat-pants, warm-ups, or exercise clothing is permitted.
- Church services and all choir services require dresses or dress skirts, dress pants and blouses.
- The student is allowed to wear jewelry but is limited to wear only one at a time of each of the following: wedding ring or rings, wristwatch, bracelet and one set of earrings. No body piercing jewelry.
- Scarves on the head, neck, or dangling from the pocket are not permitted. All hats must be worn properly. Sunglasses are only permitted on-campus, when students are outside.

- Rock group t-shirts, motorcycle club type t-shirts, plain white t-shirts, tobacco, beer, etc. are not permitted. (All slogan and symbols must be approved.) Tank tops are not permitted at any time.
- When leaving the shower to go to your room, you must be covered with a robe or fully dressed. Do not walk around unclothed in your room. Use as much modesty as possible.
- Make-up must be moderate if worn.
- Nails must be kept clean and at moderate length. Nail polish is permitted but must be maintained or not worn at all. Polish and polish remover is stored in locked medicine cabinet.
- No mouthwash or perfume containing alcohol is permitted.

Recreation

- All students are required to participate in all phases of the recreation program. When you are involved in recreation at outside facilities, stay in the designated areas. It is expected that students will maintain a Christian witness in all sports or leisure activities. -You may lose access to these activities if you abuse them. The first abuse is not asking permission. Staff or intern must supervise activities. Students on discipline are not permitted to be in this area.

Rooms

- Room doors must remain open at all times, unless permission is granted otherwise. Do not leave fans running or lights on if you leave your room. This will result in consequences. Your room must be neat and clean at all times. You will be personally responsible for your own area.
- All clothing must be properly hung in your closet and neatly folded in your dresser. Towels must be hung on the hook inside your closet. Dirty clothes must be taken care of appropriately. Do not leave them in a pile in your closet.
- Your bed must be made immediately after you wake up (every day) and remain made up until you retire in the evening. All desk, window ledges, etc. must be clean. Rooms may be inspected at any time. You are not allowed out of your bed before wake-up time except to use the bathroom.
- You're expected to be in your dorm one hour before lights out (example: 9:00 p.m. if lights out is 10:00 p.m.). This time maybe earlier according to the discretion of the staff on duty. Devotion time is last 15 minutes before lights out. All students shall be in the posture of devotion at this time. Lights are to be turned out immediately after devotion. All personal items must be taken care of prior to devotions (going to the bathroom, getting drinks, getting clothes ready for the next day, etc. is to be done before devotions start, not afterwards). When the lights are turned out, BE QUIET, NO TALKING. From lights out and to wake up you're expected to remain in your bed. If you are found any place other than your room, or bathroom, between these hours, you'll be considered in violation of the rules and may be subject to discipline.
- Stay out of other residents' rooms. Never take anything from another resident; you may be accused of stealing.
- Nothing is to be tacked, nailed or stapled to any walls, ceilings or furniture. NO tape is to be used on any walls or ceilings that are sheet rocked.

Televisions, Radios, and Electronic Equipment

- Television viewing is not a part of the regular Teen Challenge program.
- No type of electronic equipment is permitted in the dorms. This includes but is not limited to radios, CD players, computers, televisions, electronic games, etc.

Visits

- Visits are on Sunday from 1:00 p.m. to 5:00 p.m. except by special permission. There is one visit per month per student. No guests are allowed in any dormitory areas. Visits are restricted to the chapel, family room, outdoor pool area or the yard. Visitation request must be turned in 10 days prior to the request to visit. All visitors must be approved by the Program Director. If you've received an unofficial visitor, they may be asked to leave. All visitors are asked to sign the visitation log in the office.
- All incoming packages will be inspected by a staff member.
- Visitation privileges may be revoked at any time. All visits and passes may be canceled if you are on discipline status.

Class and Study Hall

- Each student is expected to complete all class assignments on time and is expected to arrive at classes prior to the scheduled starting time. You should be in your seat and ready for work at the beginning of the class period.
- Do not use your study time to write letters, to draw, to visit, etc. If you finish the work assigned, inform the instructor and he/she will provide more materials for you. No talking is permitted in class/study hall without permission.
- No drinks or snacks of any kind are allowed during classes.
- Talking is not allowed in class unless you are responding to a question asked by the teacher. Otherwise, be quiet and concentrate on the lecture or studies. Remember, you will be tested on the material presented in class and may have pop quizzes.
- You may be charged for the materials that you use.

Scripture Memory

- Scripture verses will be assigned to every student on a regular basis. You will be responsible to learn all of the verses you were given, and no excuses will be accepted. You may be asked to recite verses at any time. (This also includes Second Phase students.)

Work

- The student is required to do regular work duties. You should accept your assignment as an adult. Complaints will not be condoned. Job duties for each student will be announced and posted each week (if you do not have a job you must notify the staff on duty). If you complete a task early you are responsible to find a staff on duty and request further assignment. If duties are not completed properly, consequence will be given out. You are not to be in your rooms during work times.
- If you're written up for any reason, don't complain about it, or criticize the staff - he/she knows his/her job. We prefer that you receive the correction like an adult and improve in that area the

next time. You will be given the opportunity to write your response during discipline meeting with the Discipline Committee.

- On work days in the community, or at any other location, you will be expected to behave as a representative of Teen Challenge and will be responsible to report to the work supervisor for your particular assignment. Any money that is part of work done by students will come to Teen Challenge as a part of the ongoing support of the ministry.

Medication

- The Program Director or his/her designee must approve all medication. Do not purchase over-the-counter (OTC) medicines unless you have obtained staff permission first. The staff will dispense the OTC medication and prescription medicines. Medicine of any kind, including aspirin, cough syrup, etc. may not be kept in your room. Violations of this rule may result in discipline and possible expulsion from the program.

Boundaries

- All offices, the kitchen, the pantry, and shop areas are **off-limits** to students unless assigned to work there. You must knock and receive permission to enter all offices. DO NOT just walk in. You must have permission and valid and worthwhile reason **before** you go to the offices.

Off Campus Privileges

- Anytime a student leaves the campus he/she must have a staff member or intern (or an individual assigned by staff) to accompany him/her to and from any destination. This includes trips for shopping, dentist, doctor, hospital, probation/parole offices, or any other places.
- This time away must be approved in advance by the Program Director. The costs involved for transportation for the student and his/her escort shall be provided by the student who wants to leave the campus.

Discipline

- Discipline is given in the form of consequences when the student violates the rules or manifests an inappropriate attitude in any given situation or fails to keep up with academics. Consequences consist of losing specific privileges and/or an additional increase in work assignments. During the time the student is on discipline all passes and visits may be canceled. All phone and mail privileges may be reduced. All TV, games, sports, etc. are not allowed while on discipline. The person on discipline is not allowed in the areas of recreation.
- Violation of certain rules such as fighting, the possession of drugs, cigarettes, attempting to get high, or lying may result in starting the program over or dismissal.

Student Rights

- You do not waive your rights as a citizen when you enter Teen Challenge Women's Ministries. The right to confidentiality is recognized by our facilities and no part of this chapter is intended to neither contravene nor violate applicable federal, state, and local statutes or ordinances pertaining to a person's civil and human rights. Where a conflict exists between

adopted student rights, policies or procedures and standards and applicable federal, state and local statutes and ordinances, statutes and ordinances shall prevail. You have the right to a safe environment in which to grow and mature in Christ when you enter Teen Challenge Women's Ministries. You may file a complaint or grievance if for any reason you feel you have received less than quality care or recovery assistance. You may file a grievance if you feel that your rights have been violated by another student, staff, or volunteer. Such complaints and grievances shall be filed by using the following procedures. Request a *Narrative Report Form* and fill it out within 24 hours of the incident indicating all the circumstances relevant to the complaint. (Students who cannot read or write are entitled to have an individual assist them in the process.) After the form is complete it shall be submitted to the Program Coordinator. An ensuing investigative process shall take place within 24 hours of weekdays and within 72 hours on weekends. Any action required on the complaint or grievance will be addressed within seven days of staff notification.

For I am confident of this very thing, that He who began a good work in you will perfect it until the day of Christ Jesus. Philippians 1:6

Rules & Types of Passes

- Residents must be in second phase or have special approval to qualify for a pass.
- A total of only one pass at any time is allowed per month.
- All passes are to be with immediate family members only (same as phone list).
- Residents are not to visit with old friends.
- Residents are required to attend a Christian church if pass happens on Sunday or Wednesday.
- All Teen Challenge rules are effective while a student is on pass.
- Residents will not be considered for pass if they are currently on a discipline status. Residents also must be up-to-date on all scholastic requirements.
- Residents have the responsibility of securing transportation and planning of passes.
- Only one three-day pass and only one five-day pass are allowed for each resident during their stay.
- On return from pass, the resident may be subject to search and testing.

For Married Couples Only

- Three-Day pass – (only 2 nights) to begin after 9:00 a.m. on the first day and end at 5:00 p.m. (or earlier) on the third day. (Only one 3-day pass per person is allowed.) - - Resident must be in the eight month or later to qualify for a 3-day pass.
- Five-Day pass – (only 4 nights) to begin after 9:00 a.m. on the first day and end at 5:00 p.m. on the fifth day. (Only one 5-day pass per person is allowed.) - - Resident must be in there 11th month or later to qualify for a 5-day pass.

Emergency Passes

- Resident must submit an emergency pass form to the office.
- Emergency passes shall be considered only in cases of extreme emergency situations.

- Length of stay in Center will be a determining factor as to whether a resident will be accompanied by staff member or not.
- Duration to be determined by Directors. Time may be added to a resident's program depending on the duration of the pass.

A Final Reminder...

- Always be aware of the fact that you came to us for help. You sought us out in your time of need. We did not come to you. Therefore, you have, in effect, submitted yourself totally to all this program entails. This means that complaining, whining, etc. about any part of this program that you disagree with or do not understand the reasoning behind it cannot and will not be tolerated either verbally or nonverbally.
- If this program is not to your liking, remember that you are always free to leave. If, however, it is your desire to stay and grow within the limits set for you, then do so in an adult manner without fretting or fussing. The staff will always be available to help you in any manner that they are able. Please take advantage of their counsel and experience. We encourage you to dedicate yourself to the Lord while you are here remembering that "God rewards those who diligently seek Him." Hebrews 11:6. It's your time do not waste it.

May the God of hope fill you with all joy and peace as you trust in Him, so that you may overflow with hope by the power of the Holy Spirit. Romans 15:13

STUDENT ACKNOWLEDGMENT

Voluntary Separation

- I understand that should I decide to dismiss myself I will be taken to the bus stop. Also, I must wait for approval of the appropriate staff for use of this service.
- Should I leave before or after normal office hours (Mon.-Fri./9:00 a.m. to 5:00 p.m.) I will not be able to get my identification or personal documents. I will leave a forwarding address to have such things mailed to me. I also understand the cost of the mailing, stamp, envelope, and one hour of staff time will be charged.
- I understand that once the decision is made to leave for any reason I'll have no more than one hour to be packed and off of campus and will not be allowed to go and talk to other students.
- Any personal items not taken will become the property of Teen Challenge unless arrangements are made to pick them up within 24 hours of departure.
- I also understand and agree that I will not hold Teen Challenge responsible for any loss of personal items at any time.

General

- I understand that if I receive a monthly income from any source that 70% will go to Teen Challenge (whether or not check comes to Teen Challenge).
- I understand that the program is a minimum of 13 months, usually longer.

- I agree to complete the entire program.
- Once you decide to leave or are dismissed you must receive prior approval to come back on campus for any reason.
- Should the application fee not be paid upon entry into the program, I understand that I am responsible for the fee when I am able to pay.

STUDENT PARTICIPANT AGREEMENT

Read each of the following statements carefully.

- I agree to abide by the policies of Teen Challenge Women’s Ministries. I do hereby state that I wish to enter into their minimum 13-month program and will remain there until it is decided by both staff and myself that I’m ready to leave.
- I understand that if I am dismissed from the program, there will be a 30-day period before I will be considered for re-entering the program.
- I understand that if I decide to leave, I forfeit all donated items I’ve acquired during my stay in the program.
- I have read and understand the Teen Challenge “Student Rules”. I voluntarily choose to abide by said rules and policies and cooperate with Teen Challenge staff for my betterment. I understand that if I do not cooperate with the rules and policies of Teen Challenge I can be dismissed from the program.
- I understand if I decide to leave or am dismissed I must receive prior approval from Executive Staff to come back on campus.

I, _____, have received a copy of the student rules; I have read them and understand them. I agree to abide by the rules as stated.

Student Signature

Date

Staff Signature

Date