

GLOBAL TEEN CHALLENGE



POLICIES AND PROCEDURES MANUAL

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GLOBAL TEEN CHALLENGE**STATEMENT OF FAITH**

1. The Bible is the inspired and only infallible and authoritative Word of God.
2. There is one God, eternally existent in three persons: God the Father, God the Son, and God the Holy Spirit (Deuteronomy 6:4; Matthew 28:19; Mark 12:29; John 5:17-30).
3. The deity of our Lord Jesus Christ is shown in His virgin birth, in His sinless life, in His miracles, in His atoning death, in His bodily resurrection, in His personal future return to this earth in power and glory to rule a thousand years.
4. The Blessed Hope is the Rapture of the Church at Christ's coming.
5. The only means of being cleansed from sin is through repentance and faith in the blood of Christ. Regeneration by the Holy Spirit is absolutely essential for personal salvation.
6. Baptism in water by immersion is commanded in the Scriptures. All who repent and believe in Christ as Savior and Lord are to be baptized. Thus they declare to the world that they have died with Christ and that they also have been raised with Him to walk in newness of life
7. The redemptive work of Christ on the cross provides healing of the human body in answer to believing prayer (Isaiah 53:4,5; Matthew 8:16,17; James 5:14-16).
8. The Son of God baptizes believers who ask for the Holy Spirit, with power for life and service.
9. The indwelling of the Holy Spirit, through its sanctifying power, enables the Christian to live a holy life (Hebrews 12:14; I Peter 1:15,16; Philippians 2:12,13).
10. There is resurrection of both the saved and the lost, the one to everlasting life, and the other to everlasting damnation (Matthew 25:46; Mark 9:34-48; Revelation 19:20, 20:11-15, 21:8).
11. The Church is the Body of Christ and is made up of all true believers. It is both universal and local. The purpose of the Church is for evangelism, fellowship, unity, and teaching of doctrine (Ephesians 1:22,23, 2:22; Hebrews 10:23-25, 12:23; Acts 2:42).

STATEMENT OF PURPOSE

The purpose of this organization is to evangelize people who have life-controlling problems and initiate the discipleship process to the point where the student can function as a Christian in society while applying Biblical principles to relationships in the family, local church, chosen vocation, and the community. Teen Challenge endeavors include helping people become mentally sound, emotionally balanced, socially adjusted, physically well and spiritually alive.

MINISTRY AUTHORIZATION

- A. Approval of Ministry**—To be recognized as a Teen Challenge center, the ministry shall be approved by the Global Teen Challenge, World Headquarters and be governed by a constitution, by-laws, and Board of Directors. The constitution and by-laws shall be that of a non-government, not-for-profit religious, educational, and charitable organization.
- B. Board of Directors—Composition**
1. The Board shall be comprised of a majority of Assemblies of God ministers and laymen when possible. All members shall be Christians who are in harmony with the Global Teen Challenge sample Constitution and By-laws and Statement of Faith.
 2. No Teen Challenge staff or family members of staff or board members may serve on the Board of Directors.
 3. The constitution and by-laws of the organization shall define:
 - a. Its official name, registered office location and objectives;
 - b. Its relationship with Global Teen Challenge;
 - c. The prerogatives of the Board;
 - d. The qualifications and responsibilities of the members of the Board and its makeup, officers, duties, terms and rules for elections;
 - e. The frequency of Board meetings and attendance requirements.
 - f. Guidelines for managing property and finances.
- C. Board of Directors—Responsibilities**
1. The Board shall adopt written policies that define the powers and duties of the Board, its committees and the Executive Director.
 2. The duties of the Board shall include, but not be limited to:
 - a. Appoint a qualified Executive Director as the official representative of the Board with a complete job description.
 - b. Review and approve an annual budget.
 - c. Develop policies, establish controls and make available sufficient resources such as funds, staff, equipment, supplies, and facilities to ensure that a high quality program is provided to the students.
 - d. A regular review of the program's goals, organizational structure, lines of communication, policies and effectiveness for the purpose of information, evaluation, planning and/or corrective action in meeting its stated goals.
 - e. Hold meetings at least quarterly.
 3. Minutes shall be kept of all Board meetings and shall include, but not be limited to:
 - a. The date and place of the meeting.
 - b. Names of members attending.
 - c. Topics discussed.
 - d. Decisions reached and target dates for their implementation.

- e. The Executive Director's report and any other reports

NOTE: See Addendum A (Annual Personnel Statistical Report)

NOTE: See Addendum B (Sample Minutes of a TC Board Meeting)

FISCAL MANAGEMENT

- A. **Fiscal Integrity**—Teen Challenge shall carry on its business with the highest standards of integrity and shall avoid conflicts of interest. All designated funds shall be used for the purpose for which they were given.
- B. **Annual Budget**—There shall be an annual written budget of expected income and expenses. It shall categorize income by source and expenses by category/department.
- C. **Budget Preparation**—The annual budget shall be developed by the Executive Director with the participation of the appropriate staff. The proposed budget is presented to a finance committee appointed by the Board.
- D. **Budget Approval**—The budget shall be reviewed and approved by the Board prior to the beginning of each fiscal year of operation. Revisions of the budget during the fiscal year shall be approved in writing by the Board or by an authority designated by the Board.
- E. **Budget Reports**—Budget reports shall be available to the Board and to staff members who participate in budget preparation and have fiscal management responsibilities.
- F. **Budget Audit**—There shall be an audit of the financial operations of the program by a public accountant at least annually. Reports of such audits shall be reviewed and approved by the Board and shall be made available to the public, if necessary.
- G. **Bookkeeping System**—The financial management system shall contain information that reflects the actual and current financial position of the program, and show the relationship of the budget with both income and expenses. Monthly financial statements shall be available to the Board.
- H. **Student Fees**—When students are charged for services, a written fee schedule shall be accessible to the students. All policies on fees shall be approved by the Board.
- I. **Handling Mail**—Only the designated staff persons shall receive and distribute the mail and mail containing financial donations shall be immediately placed in a secure place until the bookkeeper may process it.
- J. **Handling Finances**
 - 1. One person should not have complete access to all accounting records and receipts.
 - 2. Three people shall be authorized to sign Teen Challenge checks, with two signatures required on each check.
 - 3. Two people should count all income and sign bank deposits.

4. All donations shall be recorded and receipts issued.
5. The Executive Director, Program Director, or a designee are the only staff with authorization to open the safe.
6. The bookkeeping system shall show how each transaction is to be documented by issuing numbered or carbon copy receipts, identifying reimbursements to staff, using purchase orders and petty cash vouchers, etc.
7. Any staff personnel who receives a donation for the ministry shall give that donation to the bookkeeper as soon as possible.
8. The bank statement should be reconciled each month.

K. Cash

1. All cash donations shall be given to the bookkeeper as soon as possible for receipting and recording.
2. Petty cash shall be handled as follows:
 - a. All requests for petty cash must be authorized by the Executive Director or his designee and be verified with a petty cash voucher.
 - b. The staff member authorizing a petty cash transaction is responsible for properly documenting it.
 - c. The bookkeeper is responsible for maintaining the petty cash account.
3. Money for students from visitors or family members shall be given to the bookkeeper for deposit in the student's Teen Challenge account.

L. Credit Arrangements

1. All formal credit arrangements must be authorized by the Executive Director. No staff person may open a credit account in the name of Teen Challenge with any business or individual without prior written approval.
2. The bookkeeper shall be informed by the Executive Director whenever a credit account is to be opened.
3. The bookkeeper will fill out any forms necessary to establish a credit account.

M. Discounts, Write-offs and Gifts-in-kind

These are approved by the Executive Director as needed and carried out by the bookkeeper as directed.

INSURANCE

Teen Challenge shall maintain adequate insurance coverage for the protection of its staff, students and assets. The insurance shall cover all vehicles, buildings, property, and specific persons as deemed necessary by the Board of Directors. It is recommended that coverage be maintained for counseling liability, personnel who process the financial assets of the center, directors and members of the Board. There shall be an evaluation of existing coverage by the Board at least annually and prior to the date of commencement of the new insurance period.

PERSONNEL MANAGEMENT

- A. Overseeing Staff Personnel Management**—The Executive Director or his designee shall be responsible for implementing and coordinating personnel policies and procedures to:
1. Maintain personnel records.
 2. Disseminate employment information to program staff.
 3. Coordinate orientation of new employees.
 4. Implement procedures to ensure compliance with employment laws and practices.
 5. Supervise the processing of employment forms.
 6. Ensure compliance with Global Teen Challenge standards.
- B. Approval of Staff Personnel Policies and Procedures**—The Board shall give written approval for all personnel policies and procedures prior to their implementation. The date of such approval shall be documented.
- C. Staff Personnel Policies and Procedures Review**—There shall be documentation verifying that personnel policies and procedures are reviewed and updated at least annually by the Executive Director, with input from the head of each department.
- D. Job Descriptions**—There shall be written job descriptions for all staff personnel positions. They shall include:
1. Job title, specific responsibilities and lines of communication.
 2. Description of the skills, knowledge, training, education, and experience required for the job.
- E. Qualifications of Staff Personnel**—All staff personnel shall be mature Christians and in harmony with Global Teen Challenge policies and procedures and statement of faith.
- F. Classifications of Staff Personnel**
1. The classifications of staff personnel needed to provide services for student population should be as follows:
 - a. Executive Director
 - b. Program Director
 - c. Administrative Director
 - d. Executive Secretary
 - e. Intake Coordinator
 - f. Evangelism Director
 - g. Education Coordinator
 - h. Accounting Manager/Bookkeeper
 - i. General Staff
 - j. Vocational/Work Coordinator
 - k. Intern
 - l. Receptionist
 - m. Counselor
 - n. Food Services Manager
 - o. Fundraising Coordinator

- p. Advisory Board
2. There shall be a sufficient number of staff personnel who shall be trained to understand the values, culture, and language of the population served. The staff personnel shall also provide a range of skills and services consistent with effective discipleship and knowledge required for the population served.
- G. Staff Personnel Records**—There shall be a personnel record kept on each staff person. The record shall contain:
1. Completed employment application with current photo (*Employment Application Form*-Form 101).
 2. Letters of recommendation and results of investigations of references (*Staff Character Reference Form*-Form 102).
 3. Results of an appropriate background check.
 4. Verification of all training, experience, degrees and professional licenses.
 5. Wage and salary information, including any changes.
 6. Personnel job performance evaluations.
 7. A current job description.
 8. A copy of their valid driver's license.
 9. Incident and reprimand reports and disciplinary actions taken.
 10. Any additional employee information required by local law.
 11. A signed *Conflict Resolution Agreement* (Form 103).
 12. A signed copy of resignation or termination.
- H. Confidentiality of Staff Personnel Records**—Only personnel with an established need-to-know shall have access to and be responsible for the confidentiality of staff personnel information and records.
- I. Job Performance Evaluation**—There shall be every effort made for validity, reliability, and objectivity in evaluating job performance of staff personnel.
1. Each staff person shall be evaluated at least annually. The staff person shall be encouraged to review and comment on the evaluation and shall be asked to sign it to verify that he has been duly informed of its contents.
 2. Where it is found that a serious discrepancy exists between a staff person's actual job performance and the criteria for optimal performance, the staff member shall be informed of the skills, knowledge, or attitudes that he should develop to perform the job at the optimum level. Appropriate training and development should then be considered.
- J. Supervision**—The Program Director shall be responsible for ensuring that the programs are adequately and appropriately staffed during all hours of operation and whenever students are in the facility. During such hours, there shall be a qualified staff person on site who is designated to be responsible for overseeing and monitoring the operations of the program and to handle emergencies.
- K. Staff Meetings**—The Program Director and staff personnel shall meet at least weekly in a

group setting for the purpose of discussion and review in developing, evaluating, planning, and implementing the program.

1. The Program Director or his designee shall be responsible for coordinating, scheduling, and conducting staff meetings.
2. Items to be discussed in the staff meeting shall be placed on the agenda one day prior to the meeting.
3. Attendance at staff meetings shall be mandatory unless excused by the Program Director or his designee, or if it is the staff member's scheduled day off.
4. Each student's progress shall be discussed at least monthly for group input regarding their progress. The student does not have to be physically present.

STAFF PERSONNEL DEVELOPMENT

Staff Training Program—The Executive Director shall be responsible for implementing and supervising staff personnel development activities. They shall include but not be limited to orientation for entry-level staff, on-the-job training, in-service education, and opportunities for continuing job-related education.

1. The program shall establish on-site training and/or enter into relationships with outside resources capable (and preferably accredited) for staff personnel training.
2. The development program shall seek to ensure that staff personnel are kept informed of significant new developments in the field of their responsibilities.
3. In-service training shall be instituted when program functions are changed. Such training shall be designed to teach staff personnel new skills so that they may effectively adapt to such changes.
4. A staff-training calendar should be submitted by the Executive Director at the annual Board meeting for the coming year.
5. All staff training shall be recorded on the *Staff Training Record* (Form 107).
6. Each staff member shall, during the first year of his employment, read the Teen Challenge Student Curriculum.
7. All staff shall be encouraged to attend Global Teen Challenge conferences.

STAFF PERSONNEL POLICIES AND PROCEDURES

- A. Staff Personnel**—Staff personnel shall be full-time salaried employees in conformance with stated program policies and procedures and entitled to full employee benefits.
- B. Recruitment**—Staff personnel recruitment shall be the responsibility of the Executive Director. There shall be no discrimination on the basis of age, race, color, sex, or national origin in the selection, compensation, and employment practices of Teen Challenge.

C. Selection and Application—Teen Challenge staff personnel shall be employed by the Executive Director, acting on behalf of the Board of Directors.

1. Applicants for employment shall fill out an application (*Employment Application Form-Form 101*) for the specific job classification he is applying for and return it, along with a photograph, to the Administrative Office.
2. The application should include the following:
 - a. Current and previous home addresses.
 - b. Current and previous employment, including addresses, dates, duties, supervisors, and reasons for leaving.
 - c. Current and previous volunteer experience, especially work with children.
 - d. Names and addresses of schools attended, date of graduation, and degrees received.
 - e. References from previous employers.
 - f. At least three character references from pastors, teachers, friends, etc.
 - g. Criminal convictions and any criminal charges.
 - h. A signed affirmation by the applicant that the statements provided are true and complete and that any misrepresentation or omission may be grounds for rejection or if later employed, dismissal. The acknowledgment should also (1) authorize Teen Challenge to contact any individual or organization listed in the application; (2) release persons contacted from any liability for references made in good faith; (3) authorize a criminal records check; and (4) authorize finger printing.
3. The selection process shall consist of an oral interview, review of the application, and an evaluation of the education, training, attitude and related work experience.

D. Probationary Period for New Employees

1. New employees shall be required to serve a six-month probationary period successfully before acquiring full employment status.
2. New employees may be terminated at any time while on probation at the discretion of the Executive Director.
3. During their probationary period, new employees shall be evaluated by their immediate supervisor after sixty days and at the end of the six-month probationary period. The results of the evaluations shall be discussed with the employee and placed into his personnel file.
4. Teen Challenge may extend the probationary period of a new staff person who demonstrates questionable job performance.

E. Probationary Period for Existing Employees—Existing employees who demonstrate questionable job performance may be subject to a probationary period.

F. Salaries—All salaries and compensation for services shall be set by the Executive Director in consultation with the Board. The primary criteria shall be based upon:

1. Job description.
2. The skills needed to perform the tasks.

3. Educational qualifications.
4. Vocational and job skills training.
5. Written and verbal communication skills.

G. Promotions and Advancement—Staff personnel promotions and advancements shall be given by Executive Director in consultation with the Board and shall be based upon:

1. Job classification openings.
2. Work experience and performance.
3. Educational qualifications.
4. Vocational and job skills training.
5. Length of service with Teen Challenge.
6. Annual staff personnel work evaluations.
7. Demonstrated written and verbal communication skills.
8. Disciplinary actions taken while employed with Teen Challenge.

H. Work Hours

1. The Executive Director or his designee shall be responsible for determining, scheduling, and assigning all staff personnel work hours.
2. The Teen Challenge Administrative Office shall remain open Monday through Friday during the hours of 8:30 a.m. to 5:00 p.m.
3. Employees shall work the hours assigned to them. However, situations may arise that require additional work loads for various staff personnel. Employees should remain flexible enough to satisfy the requirements of the program.
4. Employees shall be on time and prepared for their activities and program assignments. Employees are expected to display a good attitude and work until the end of their assigned work period.
5. Requests for switching workdays or hours between employees shall be submitted to the Program Director or his designee for approval.
6. Whenever students are in the facility, there shall be a qualified staff person on site who is designated to be responsible for overseeing the operation of the program and to handle emergencies.
 - a. Under no circumstances shall the facility be left unattended while students are present.
 - b. If the staff person in charge must leave the building, it shall be his sole responsibility to verify that another staff person is in the facility and is authorized to supervise students.
7. Weekend, holiday, and odd work hours shall be distributed equally among staff of similar job descriptions.

- I. Resignation**—Written notification of resignation from employment shall be submitted to the Executive Director thirty days prior to the date of final employment. Staff personnel are encouraged to share their reasons for departure with the Executive Director.
- J. Dismissal**—The Executive Director or his designee may dismiss staff personnel, interns, or volunteers in conformance with the following policies and procedures:
1. Dismissal may be for, but not limited to, the following types of infractions:
 - a. Repeated violation of Teen Challenge policies and/or procedures.
 - b. A non-cooperative and/or abusive attitude toward staff or students.
 - c. Willful failure or disregard to perform or carry out directives from a supervisor, department coordinator, or the Executive Director.
 - d. Gambling, smoking, drinking alcoholic beverages, or use of drugs.
 - e. Conduct inconsistent with evangelical Christian standards.
 - f. Theft, conversion of Teen Challenge property for personal use or misrepresentation of the program to obtain personal gain, or benefits.
 - g. Making false or malicious statements about Teen Challenge, staff or students.
 - h. Violation of confidentiality policies.
 - i. Failure to accept counsel or assigned disciplinary action.
 - j. Causing life-threatening situations to other staff personnel, students, or the facility such as:
 - (1) Threats of bodily harm.
 - (2) Physically striking a person or object.
 - (3) Violent and abusive behavior.
 - k. Excessive absenteeism.
 - l. Insufficient and/or unacceptable quality and/or quantity of work performed.
 2. The Executive Director or his designee shall have the discretion to:
 - a. Give the employee a written warning and evaluation of the infraction.
 - b. Temporarily suspend the employee, intern, or volunteer while a review is conducted to determine the final disposition.
 - c. Immediately dismiss the employee.
 3. Staff personnel or interns who during their probationary period are terminated, shall not have the right to appeal their dismissal.

STAFF ORIENTATION

Staff Orientation Shall Include: (See *Staff Orientation Checklist-Form 108*).

1. A completed employment application (*Employment Application Form-Form 101*) on file with photo and references.
2. A signed *Conflict Resolution Agreement* (Form 103).
3. Complete tax information.
4. A review of the Teen Challenge Statement of Faith.
5. An explanation of the history, philosophy and goals of Teen Challenge.

6. An overview of the programs of Teen Challenge.
7. A meeting with the Executive Director and receiving a written job description.
8. Reading the Student and Staff Policy Manuals and the Policies and Procedures Manual.
9. Instruction confidentiality regulations, student grievances, and student rights.
10. Receiving written criteria for job performance evaluation.
11. Familiarization with the Teen Challenge Student Curriculum.

BENEFITS FOR STAFF PERSONNEL

- A. Holidays, Sick Leave and Personal Emergency Leave**—Staff personnel shall be eligible for paid holidays, sick leave and personal emergency leave after a six month probationary period or as determined by the Executive Director and Board of Directors and in accordance with prevailing law. See Addendum G (Employee Holidays-USA Policy).
- B. Required Notification of Absence, Injury or Illness**— When staff personnel is absent, experiences an injury or becomes ill during working hours, the occurrence shall be immediately reported to the Program Director and be documented on the appropriate forms and filed properly.
- C. Health and Welfare**—Provisions for health and welfare for staff personnel shall be made by the Board in accordance with prevailing law. See Addendum H (Health and Welfare-USA Policy).
- D. Vacations**—Provisions for staff personnel vacations shall be made by the Executive Director and the Board in accordance with prevailing law. See Addendum I (Employee Vacations-USA Policy).

MISCELLANEOUS POLICIES AND PROCEDURES FOR STAFF PERSONNEL

- A. Sexual Harassment Policy for Employers-USA Policy** (See Addendum J)
- B. Confidentiality**
 1. A relationship of confidentiality between the program, staff personnel, interns, volunteers, and students shall strictly be adhered to and respected. Knowledge concerning individuals or circumstances as a result of staff relationships shall be considered confidential.
 2. Conversations, counseling sessions, correspondence, file documents, incidents, circumstances, or other internal transactions shall not be discussed or made public in any way.
- C. Guests and Visitors**
 1. The Program Director or his designee shall be notified of any personal visitors or guests visiting or staying at the center.
 2. Staff, interns and volunteers shall not have outside visitors or guests in their rooms or the Center without prior approval from the Program Director or his designee.

- D. Use of Telephone**—Personal long distance telephone calls shall only be made collect and no one is permitted to receive collect calls without specific authorization from the Program Director.
- E. Payroll Deductions**—Moneys owed to Teen Challenge for any reason by staff personnel, interns may be deducted from their salary.
- F. Evaluation of Staff Personnel**—All staff personnel shall be evaluated in writing by the Executive Director at least annually. These evaluations shall be reported to the Board.
- G. Purchasing Policy**
1. All purchases must be preceded by a purchase order. Failure to get appropriate approval for a purchase may be required the purchaser to return the purchase or personally pay for it.
 2. Purchases of \$50 or more must be researched and bid if possible to ensure the best value and price.
 3. Authorization for all purchases is given by the Executive Director or his designee and must conform to the approved budget for the current fiscal year.
 4. Emergency purchases should be avoided.
- H. Clothing and Dress Policies**
1. Staff personnel, interns, and volunteers shall be clean and neat in appearance.
 2. Clothing styles must be modest and in keeping with standards of holiness and good taste. Tight pants, unbuttoned shirts, or suggestive clothing shall not be worn.
 3. Shoes shall be worn while on duty.
 4. When going to and from the bathroom and shower facilities, a bathrobe or shirt and pants shall be worn. No one shall be permitted to leave his dorm room without clothes or only in underwear.
 5. Hair, mustaches and beards shall be kept clean and neatly trimmed.
- I. Animals**—No animals shall be permitted on the property without written permission from the Executive Director.
- J. Accidents and Safety**—All staff personnel shall exercise safe supervision and work practices in all their job responsibilities. They shall conduct their duties at all times being aware of the safety of students, other staff, and themselves.
- K. Incident/Accident Reports**—In the event of an incident or accident, an *Incident Report Form* (Form 123) shall be filed with the Administration Office. Staff members who witness an incident or are involved in one will fill out an incident report within 24 hours. The report should include date, time, location and nature of the incident. It should be described in clear detail. **A physician should be contacted in cases of physical injury.**

INTERNS

A. Classification

1. Interns are students who have successfully completed the twelve-month residential program and are desirous of ministry with Teen Challenge.
2. They shall be recommended by the Program Director and be approved by the Executive Director.
3. They shall not initially be delegated major responsibilities or authority.
4. They shall comply with all Teen Challenge policies and procedures.
5. They shall serve for twelve months before being considered for a full-time staff position. The first three months shall be a probationary period.

B. Benefits

1. Their salary, which begins after the three-month probationary period, shall be set by the Executive Director.
2. They shall be given room and board and use of the laundry facilities.
3. After the probationary period they may be granted vacation, holidays, sick and personal emergency leave as determined by the Executive Director and the Board.
4. Health and welfare benefits shall be provided in accordance with prevailing law.
5. The amount of telephone calls shall not be limited however all calls shall be collect and not chargeable to Teen Challenge.

C. Work Schedules

1. Their work schedule, curfew (bedtime), visitation privileges, days off and free time shall be determined by the Program Director.
2. They shall attend all scheduled chapel and church services, unless it conflicts with work assignments.
3. Job Performance Evaluation—During their probation phase, interns shall be evaluated by their immediate supervisor after thirty (30) days as well as at the end of the three (3) month probationary period and/or whenever deemed appropriate. The evaluations shall be discussed with the intern and placed in their personal file.
4. Termination of an intern shall follow staff termination guidelines.

VOLUNTEER SERVICES

A. Volunteer Coordinator—The Program Director shall designate a Volunteer Coordinator who shall be responsible for the oversight of volunteers. He shall do the following:

1. Assist staff personnel in determining the needs for volunteer services and developing specific job descriptions.
2. Develop, implement, and coordinate a program for the recruitment of volunteers.
3. Coordinate the recruitment, selection, training and orientation of volunteers and their placement in appropriate areas of ministry.
4. Orient staff personnel to effectively utilize volunteers as well as provide on-going supervision, in-service training, and evaluation.

- B. Volunteer Application**—Persons who desire to work as volunteers with Teen Challenge shall be required to:
1. Read and agree with Teen Challenge Staff Policy Manual.
 2. Fill out a Teen Challenge *Employment Application Form* (Form 101).
 3. Sign a *Conflict Resolution Agreement* (Form 103).
 4. Sign a *Volunteer Agreement* (Form 132).
- C. Volunteer Orientation and Training**—Volunteers shall complete an orientation and training program specific to their responsibilities before participating in any assignments that shall:
1. Be documented.
 2. Include the explanation of a written job description.
 3. Include a thorough review of Teen Challenge philosophy, principles and goals.
 4. Include information on confidentiality regulations, student grievances, and student rights (See Confidentiality, Student Rights and Student Grievances).
 5. Explain how the procedures to follow in case of accidents and/or incidents.
 6. Include reading and understanding the following:
 - a. Staff Policy Manual
 - b. Student Manual
 - c. Sections of the Policies and Procedures Manual that relate to their area of responsibility.
 7. Explain the procedure for reviewing volunteer performance.
 8. Explain the procedure for dismissing a volunteer (See Staff Dismissal).
- D. Supervision of Volunteers**—Volunteers shall be under the direct supervision of the Volunteer Coordinator or his designee.

RESIDENT PROGRAM

RESIDENT DISCIPLESHIP PROGRAM STRUCTURE AND CURRICULUM

- A. Length of Program**—The discipleship program at Teen Challenge consists of twelve months. The first four months are known as the Induction Phase and the remaining eight months are considered the Training Phase.
- B. Services**—Teen Challenge shall provide for the students, either through its own resources or those of other agencies, the following services and activities, as deemed appropriate:
- a. Activity (recreation) programs.
 - b. Individual, marital, and family counseling.
 - c. Educational and discipleship programs.
 - d. Referral to appropriate social service agencies.
 - e. Assessment, evaluation, and discipleship documents from outside sources.
 - f. Judicial system records.

INDUCTION PHASE

- A. Probationary Period**—Students entering the four-month Induction Phase shall be placed on a fourteen day probationary period.
1. During the probation period, staff members shall take extra care in providing counseling, encouragement, and oversight to help the new student adapt to the program.
 2. At the end of the probationary period, each student shall be evaluated by staff as to his commitment, attitude, acceptance of policies and procedures and desire to complete the program.
- B. Teen Challenge curriculum**—During the Induction Phase students shall use the Teen Challenge curriculum written by David Batty.
- C. Completion of the Induction Phase**—A student shall be promoted from the Induction Phase upon satisfactory completion of the required program curriculum and with the joint recommendations of the Counselor and Program Director.
1. A Certificate of Achievement shall be given for each phase of the Teen Challenge program successfully completed by a student.
 2. Upon successful completion of the Induction Phase, arrangements shall be made for the student to enter the Training Phase.

TRAINING PHASE

- A. Training Phase Criteria**—Students who successfully complete the Induction Phase shall enter the Training Phase based upon the following requirements:
1. A positive assessment of a student's interaction with staff, the community, and other students while in the program.
 2. A positive assessment of a student's attitudes, performance, and interpersonal relationships in academics, work, recreation and spiritual disciplines.
 3. Successful completion of the Teen Challenge curriculum.
- B. Graduation**—A student shall graduate from the Teen Challenge resident program based upon successful completion of the following:
1. The entire Global Teen Challenge required student curriculum.
 2. The recommendations of the Counselor and the Program Director.
 3. Completion of an approved follow-up program (*Student Follow-up/Re-Entry Form [After Graduation]*, Form 130).

STUDENT ADMISSION

- A. Determining Eligibility of Students**—The Intake Coordinator in cooperation with the Program Director, shall select individuals for admittance who they believe exhibit the potential for completing the program and returning to a self-supporting and productive community life.

1. Prior to accepting an application for admittance, the prospective student shall, if possible, tour the facility to observe the program and meet other students and staff personnel. They shall also sit for an interview with the Intake Coordinator.
 - a. During the admission process, every effort shall be made to assure that applicants understand the:
 - (1) General nature and goals of Teen Challenge.
 - (2) Rules governing student conduct and infractions that can lead to disciplinary action or discharge.
 - (3) Program costs, if any, to be borne by the student.
 - (4) Necessary items they are required to bring. See Addendum N (Letter to Parents/Items to Bring).
 - b. The Intake Coordinator shall schedule all applicant interviews.
2. Some of the criteria used in determining applicant eligibility shall be:
 - a. The applicant must have a life-controlling problem and be seeking discipleship training as a remedy.
 - b. Must be the appropriate age.
 - c. A willingness to accept the program's policies and procedures must be demonstrated, as well as a commitment to finish the training and submit to authority, discipline and structure.
 - d. Having the necessary emotional and mental stability to participate successfully in a group living situation.
 - e. Proof that all court obligations have been met or are compatible with the applicant's participation in the program. These obligations shall include:
 - (1) Law enforcement agencies.
 - (2) Correctional institutions.
 - (3) Courts.
 - (4) Probation or parole conditions, etc.
 - f. Completion of all required application forms and requirements.
 - g. Receipt of the registration fee.
 - h. A willingness to be admitted to the program when notified.
 - i. Bed availability.

NOTE: If there is no bed available, the applicant must contact the center once a week to ascertain his program entry status.

3. Admission ineligible: When an applicant is found to be ineligible for admission, the reason shall be recorded on the applicant's record and referral to an appropriate agency or organization should be attempted.

B. Agreements with the Judicial System—Teen Challenge may enter into agreements with law enforcement agencies, correctional institutions, or courts, but only when it is evidenced that such agreements shall not compromise its rights to effectively conduct its program, or compromise the programs responsibilities of ensuring confidentiality of student information.

C. Probation and Parole Applicants—Teen Challenge may agree to accept applicants who are on probation or parole, who are referred to Teen Challenge in lieu of prosecution or

imprisonment, or who are referred under civil commitment statutes when all of the following conditions are met:

1. The referred applicant agrees in writing that he wishes to enter the program.
2. The applicant is informed in writing, prior to admission, of the nature of the agreement between the program and the referring law enforcement agency, correctional institution, or court.
3. The applicant is advised in writing of the legal consequences if they refuse to enter or remain in the program.
4. The referring agency clearly states in writing, prior to the applicant's admission to the program, what information it shall require and the frequency with which it requires the information.
5. The applicant is informed in writing, prior to admission, of the types of information to be released, the frequency with which it is to be released and the legal implications of refusing to allow the release of information.

D. Recording of Admission, Assessment, and Discharge Information—Information gathered in the course of the admission, assessment, and discharge processes shall be recorded on standardized forms in the student's file.

Admission:

1. *Student Application* (Form 101)
2. *Civil Rights Waiver* (Form 110)
3. *Student Personal Property Inventory at Intake* (Form 120)
4. *Student Funds Inventory at Intake* (Form 119)
5. *Release of All Rights in Personal Story* (Form 111)
6. *Student Entrance Agreement* (Form 112)
7. *Authorization for Release of Confidential Information* (Form 113)
8. *Student Medication Form* (Form 114)
9. *Student Funds Form* (Form 122)
10. *Student Emergency Information Form* (Form 115)
11. *Legal Release Form* (Form 116)
12. *Medical Examination Form* (Form 117)
13. *AIDS Policy Form* (Form 118)
14. *Student Application Checklist* (Form 121)

Assessment:

1. *Student Request Form (Pass, Telephone, Visitor)* (Form 124)
2. *Violation of Program Rules Report* (Form 125)
3. *Student Chronological Record* (Form 126)
4. *Monthly Student Evaluation* (Form 127)

Discharge:

1. *Student Withdrawal or Dismissal Form* (Form 128)
2. *Student Funds Form* (Form 122)
3. *Student Follow-Up/Re-entry (After Graduation)* (Form 130)
4. *Student Exit Checklist* (Form 129)

- E. Referrals from Outside Agencies**—All student applications referred from outside agencies or individuals shall be processed through normal admission procedures.
- F. Student Admissions**—Designated staff personnel shall be responsible for the student's initial admission process into the program that shall include the following as well as all items listed on the *Student Application Checklist* (Form 121).
1. Receive and record all required information and records prior to admission.
 2. Search the student's person and personal property in compliance with policy.
 3. Secure the student's money.
 4. Assign the student a room.
 5. Orient the student to the facility, program, staff personnel and other students.
- G. Student Property Control**—Upon entering the program, students shall list all personal belongings and valuables brought with them into the facility. The Program Director or his designee shall be responsible for properly inventorying and recording the property list.
1. The following forms shall be utilized:
 - a. *Student Personal Property Inventory at Intake* (Form 120)
 - b. *Student Funds Inventory at Intake* (Form 119)
 2. On the day of arrival, new students shall be required to undergo a search of:
 - a. Clothing
 - b. Baggage and personal property
 - c. Their person, followed by a shower
 3. Any item identified by Teen Challenge as illegal, inappropriate, or as not being needed in the program shall be confiscated at the discretion of the Program Director. Some of these items may include:
 - a. Vehicles
 - b. Drugs, alcohol, tobacco, matches and/or lighter
 - c. Televisions, radios, stereos, tape players, tapes, CD's, and records
 - d. Playing cards, books, magazines, inappropriate pictures and other literature not approved by the Program Director
 - e. Pets
 - f. Musical instruments (by special permission only)
 - g. Non-prescription drugs or other drugs not required while in the program
 - h. Weapons
 4. Dorm rooms or the entire facility may be searched at any time at the discretion of the Program Director or his designee. The searches may be conducted with or without the students being present. Unauthorized items shall be confiscated in accordance with program policies and procedures.
- H. Search and Inventory of a New Student and His Belongings**

1. The staff person conducting the search and inventory shall introduce himself to the new student.
2. The staff person shall request the student to place his belongings on a table for inventory and search. This shall include items on the student's person as well as those brought in his luggage.
3. The search procedure is as follows:
 - a. Check the wallet's contents, pictures and between the flaps and secret compartments.
 - b. Check clothing articles thoroughly, including inside and outside pockets, the lining in shirts, pant cuffs and jackets. Turn all socks inside out.
 - c. Check the insides of all shoes, boots, slippers, tennis shoes, etc.
 - d. Check all pens to see if the filler has been removed and replaced with contraband.
 - e. Check the lining of all luggage, backpacks, carryall bags, etc.
 - f. Check the tops and caps of toothpaste dispensers, soap dishes, deodorant cans, etc. for contraband.
4. After the new student's personal belongings and wallet have been searched and inventoried, then he shall be required to take a shower.
 - a. Thoroughly search the clothes the new student is wearing.
 - b. Ask the new student to run his fingers through his hair.

STUDENT WITHDRAWAL OR DISMISSAL AND RE-ENTRY (BEFORE GRADUATION)

A. Student Withdrawal—Teen Challenge is a volunteer program and students are not held against their will.

1. Students who desire to leave the program should be administratively processed between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday.
2. Staff personnel shall record the circumstances and information surrounding a student's voluntary withdrawal from the program on the following forms:
 - a. *Student Withdrawal or Dismissal Form* (Form 128)
 - b. *Student Funds Form* (Form 122)
 - c. *Student Exit Checklist* (Form 129)
3. The staff personnel processing the release shall immediately, if required, notify the appropriate outside agencies (parole officers, etc.) and organizations that the student is voluntarily withdrawing from or has in fact already left the program.
4. Parents, upon the student's request, shall also be notified upon voluntary withdrawal.

B. Involuntary Dismissal—The Program Director or his designee shall have the authority and responsibility of dismissing a student from the program. The Director shall evaluate the circumstances and information surrounding a student's conduct, which may require dismissal from the program.

1. A student may be involuntarily dismissed for, but not limited to, the following types of infractions:
 - a. Repeated violation of the Teen Challenge Student Manual and/or other rules and regulations.

- b. A non-cooperative attitude or insubordination.
 - c. Possession of or use of drugs, alcohol, or tobacco.
 - d. Failure to accept assigned disciplinary action.
 - e. Creating emergency situation such as:
 - (1) Threats of bodily harm.
 - (2) Physical striking of a person or object.
 - (3) Violent and/or abusive behavior.
 - f. Other situations such as:
 - (1) Health reasons.
 - (2) Theft.
 - (3) Inappropriate sexual activity.
 - (4) Accepting or possessing items or money without staff approval.
2. The Program Director or his designee shall advise a student who is being considered for dismissal of the reasons, prior to his actual leaving if possible and document them in the student's Chronological Record.
 3. A student who is involuntarily dismissed during non-office hours should be administratively processed between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday.
 4. The responsible staff person shall complete a written report of the circumstances and information surrounding the student's involuntary dismissal. The information shall be placed in the student's file and recorded on the *Student Withdrawal or Dismissal Form* (Form 128).
 5. The Program Director or his designee shall immediately, if required, notify the appropriate outside agencies and or organizations that the student is being involuntarily dismissed.

C. Re-entry after Withdrawal or Dismissal

Students who withdraw or are dismissed from the program shall be allowed to seek re-entry, based on a change of attitude. The following are recommendations:

1. A 30-day waiting period shall be required prior to re-entry.
2. The Executive Director or his designee shall authorize re-admittance of a student who has withdrawn or who has been dismissed.
3. A re-entering student may be required to start his discipleship program from the beginning.
4. A re-entering student will resume the educational curriculum as determined by the Executive Director or his designee.

D. Emergency Dismissal—Authorized staff personnel have the authority to immediately dismiss and remove a student from the program who, in their judgment, poses an imminent threat of program disruption, bodily harm or injury to staff, other students, or the facility.

1. The responsible staff person shall immediately notify the Program Director or his designee.

2. The responsible staff person shall prepare a written report, recording the circumstances and information surrounding the student's emergency dismissal. The information shall be recorded on:
 - a. *Student Chronological Record* (Form 126)
 - b. *Student Withdrawal or Dismissal Form* (Form 128)
 - c. *Student Exit Checklist* (Form 129)
 - d. *Student Funds Form* (Form 122)
3. The Program Director or his designee shall immediately, if required, notify the appropriate outside agencies and organizations that the student has been dismissed on an emergency basis.

RESOURCE REFERRALS

- A. **Relationships with Outside Resources**—Teen Challenge may enter into both formal and informal relationships with outside resources that are able to provide services to students in the program. All such relationships shall be in conformance with stated program policies.
- B. **On-Site vs. Outside Resources Evaluation**—Based upon an assessment of student needs, the Program Director shall determine what services should be provided on-site and what should be provided through referrals to outside resources.
- C. **Outside Resources to be Inventoried**—Teen Challenge shall maintain a written list of outside resources which may provide services to students.

STUDENT PROPERTY CONTROL AND MANAGEMENT

- A. **Student Personal Property**—At intake, all students' funds and personal property shall be inventoried and recorded on the *Student Personal Property Inventory at Intake* (Form 120). These goods shall be kept in a manner that shall protect them from loss, theft, or misuse or diverted for the use of any staff personnel, other student, or the facility.
- B. **Student Responsible for Personal Property**—Each student shall be responsible for his own property brought into the program and shall not hold Teen Challenge liable in case of damage, fire, loss, or theft.
- C. **Random Search of a Student and His Belongings**—Students and their belongings will be searched at the time of admission and any time staff deems necessary.
- D. **Student Funds**—Students shall be allowed to bring money for personal needs, however they are not permitted to possess checks or credit cards.
 1. Students shall have their own individual account for personal funds. They shall not be permitted to have more than \$5 (US) in their possession and all other moneys must remain in their student bank account in the Teen Challenge office.
 2. Student accounts are the responsibility of the Program Director or his designee.

- E. Items Received from Visitors**—The following policies and procedures shall govern items or money brought by visitors for a student:
1. Students shall not receive any item or money directly from a visitor without staff approval.
 2. Money received from a visitor for a student shall be placed into his Teen Challenge student bank account.
 3. Any item or money accepted by a student from a visitor without staff approval shall be subject to confiscation, and the student may face dismissal depending on the circumstances.
- F. Disposition of Student Funds and Property at Withdrawal or Dismissal**
1. **Funds**
The Program Director or his designee shall authorize the release of the funds in the student's bank account. The student shall sign a *Student Funds Form* (Form 122). A student who fails to withdraw his funds from his Teen Challenge student bank account upon release from the program shall be mailed a check for the balance to the resident address indicated on his *Student Application* (Form 109).
 3. **Personal property**
 - a. When a student leaves the program, the responsible staff person shall require the student to sign a *Student Exit Checklist* (Form 129).
 - b. The Program Director or his designee shall require that a staff person be present with the student during the time the student is packing his belongings to leave the facility.

HYGIENE

Student Personal Hygiene Standards

1. Students shall shower daily during the scheduled times only. Showers shall be limited to five (5) minutes in duration.
2. Students shall comb their hair, wash their face and hands, and brush their teeth before breakfast.
3. Students shall be required to maintain neat and well-trimmed hair.
4. Students shall pay for all their personal hygiene needs out of their own student bank account. For students who cannot afford to purchase personal hygiene products, the program shall, if possible, supply them.

STUDENT PRIVILEGES

A. Visitation Privileges

Visitation—Student visits from persons outside the program shall be considered a privilege and not a right. Visits shall be subject to the discretion of designated staff personnel and shall be consistent with a student's discipleship plan. All visits shall be subject to program policies and procedures.

1. **Probationary Period**—Upon entering the program, students shall not be entitled to receive visitors for the first fourteen (14) days. After this probationary period,

students shall be entitled to receive visitors in conformance with stated program policies and procedures.

2. **Approved Visitors**—Visitation privileges shall be refused to those persons, including immediate family members who, at the discretion of designated staff personnel, are deemed inappropriate in accordance with a student's discipleship plan or for disciplinary reasons. Those approved for student visits may include the following:
 - a. Immediate family.
 - b. Approved individuals such as pastors, probation and parole officers.
 - c. Spiritual parents or others who have had a positive influence on the student's life.
 - d. Legal guardians or court appointed persons.
3. **Visitation Time and Place**
 - a. The time and place for students to receive visitors shall be scheduled by the Program Director. Students shall receive visitors in designated areas only
 - b. The visitation time shall normally be at the same time and place each week.
 - c. Teen Challenge activities and ministry requirements have priority over student visitation privileges.
 - d. Visitors shall be required to comply with all program policies and procedures while visiting.
4. **Items Received from Visitors**
 - a. Students shall not receive any item or money directly from a visitor, but must request a staff person to approve all items or money.
 - b. Money received from a visitor for a student shall be placed into his Teen Challenge student bank account.
5. **Student Responsibility**
 - a. It shall be the student's responsibility to observe the established rules during times of visitation. Infractions may subject a student to discipline or the loss of visitation privileges.
 - b. Anything questionable should be brought to the staff person on duty.

B. Correspondence Privileges

Personal Correspondence—Student correspondence with persons outside the program shall be considered a privilege and not a right. It shall be subject to the discretion of designated staff personnel who shall oversee the student's correspondence in a manner consistent with his discipleship plan and adherence to program policies and procedures.

1. **Approved Correspondence**—Student correspondence privileges shall be refused to those persons, including immediate family members who, at the discretion of designated staff personnel, are deemed inappropriate to a student's discipleship plan or for disciplinary reasons. Those approved for student correspondence may include the following:
 - a. Immediate family.

- b. Approved individuals such as pastors, probation and parole offers.
 - c. Persons who have had a positive influence on the student's life.
2. Monitored Correspondence—Student correspondence with persons outside the program may be opened, read, and inspected at the discretion of designated staff personnel. A *Civil Rights Waiver* (Form 110) is signed by the student at admission.
- a. All incoming mail for students shall be opened and inspected for money, contraband and inappropriate communication.
 - b. Staff personnel authorized to open and inspect mail shall be the Program Director or his designee(s).
 - c. Mail opened and inspected shall be initialed by the inspecting staff person.
 - d. All outgoing mail shall be left at the office unsealed.

C. Telephone Privileges

Student telephone calls to persons outside the program shall be considered a privilege and not a right. They shall be subject to the discretion of designated staff personnel who shall oversee the student's telephone calls in a manner consistent with his discipleship plan and adherence to program policies and procedures.

Telephone privileges shall be refused to those persons, including immediate family members who, at the discretion of designated staff personnel, are deemed inappropriate to a student's discipleship plan or for disciplinary reasons. Students shall submit a *Student Request Form (Pass, Telephone, Visitor)* [Form 124] to appropriate staff for approval.

1. Approved Telephone Calls—Those approved for student telephone calls may include the following:
 - a. Immediate family.
 - b. Approved individuals such as pastors, probation and parole officers.
 - c. Persons who have had a positive influence on the student's life.

NOTE: Teen Challenge staff may not verify or deny the presence of a student to a caller unless the caller's name is on both the approved list and the *Authorization For Release of Confidential Information* (Form 113).

2. General Telephone Policies:
 - a. Each student shall be allowed to make or receive two ten (10) minute calls per week. Unmade calls from one week cannot be made in another week.
 - b. All student long distance telephone calls shall be collect.
 - c. Staff personnel shall place all student telephone calls. The staff person placing the call shall give the phone to the student only after the answering party has been confirmed as an approved party.
 - d. Students shall not be allowed to accept collect calls, unless granted permission by staff.
 - e. Students shall not make directory assistance calls.

3. Emergency—Staff personnel may grant approval for a student to receive or make a telephone call in an emergency situation.

D. Leave Privileges

Student leave privileges shall be considered a privilege and not a right. The issuance of a pass shall be subject to the discretion of designated staff personnel consistent with a student's discipleship plan and in adherence to program policies and procedures.

1. Student Passes.
 - a. One-day pass:
 - (1) Students may be eligible to receive a one-day pass at the end of the third month of program attendance.
 - (2) Students may be eligible to receive a one-day pass each subsequent month.
 - (3) One-day passes do not accumulate from one month to another.
 - b. Over-night Passes:
 - (1) Students may only be eligible to receive an overnight pass at the end of the fifth month of program attendance.
 - (2) Students who are married may be eligible to receive an over-night pass each month after their fifth month in the program for the express purpose of being with their spouse.
 - (3) Students leaving on an over-night pass must provide an address and telephone number where they may be reached at any time.
 - (4) Over-night passes do not accumulate from one month to another.
 - c. Three-day Passes:
 - (1) The issuance of a three-day pass shall be subject to the discretion of designated staff personnel.
 - (2) Students leaving on a three-day pass must provide an address and telephone number where they may be reached at any time.
2. Student Pass Request—Students desiring a pass shall submit a *Student Request Form (Pass, Telephone, Visitor)* [Form 124]. Staff personnel shall notify the student if the request has been approved or denied. It is the responsibility of the student requesting any pass to verify all necessary arrangements. Upon returning from a one-day or over-night pass, students shall report immediately to staff personnel on duty to have their luggage and person inspected.

TEEN CHALLENGE

DAILY/WEEKLY SCHEDULE (SAMPLE)

Daily

6:30 a.m. Rise, make bed, shower and dress
 7:00 Personal devotions
 7:30 Breakfast
 8:00 Kitchen cleanup, housekeeping, laundry
 9:00-9:45 Chapel
 10:00 Classroom curriculum studies
 12:00 Lunch
 1:00 Work program/recreation
 5:00 Personal time
 5:30 Dinner
 6:00 Kitchen cleanup, laundry, free time
 7:00 Monday-Study hall/Personal counseling
 Tuesday-Group meeting for devotions and prayer
 Wednesday- Church
 Thursday-Study hall/Personal counseling
 Friday-Chapel service
 9:00 Personal reading
 10:30 Lights out

SATURDAY

8:30 a.m. Breakfast, cleanup
 10:00-12:00 ... Work detail
 3:00 Personal time, shopping, menu planning, family visitation
 Evening..... Recreation, TV, or movies

SUNDAY

8:00 a.m. Breakfast
 9:00 Leave for Sunday school and church
 12:30 Sunday dinner
 5:30 Leave for evening church

CLASSROOM REQUIREMENTS

The following policies and procedures shall govern class assignments, make-up work, restrictions, classroom and study hall requirements, etc.:

- A. Class-work Assignments**—Students shall complete all class work assigned in an orderly and timely manner, and shall comply with classroom guidelines set forth by the teacher.
- B. Class Attendance**
1. Students shall be responsible to arrive at class on time. Students late to class shall be counted tardy and subject to discipline.
 2. Students are to be attentive and respectful. Disorderly conduct or disrespect in the classroom shall be grounds for disciplinary action.
 3. Sleeping during class time is prohibited.
 4. Student use of restrooms shall be only during scheduled breaks.
 5. Students may not leave the classroom without permission from the teacher or his designee and when allowed, they must return promptly.
 6. Students who are absent from class for any reason shall be responsible for completing and turning in the missed work and any additional class assignments.
- C. Unsatisfactory Completion of Class Assignments**—A student not completing his class assignments satisfactorily or failing to complete the required curriculum material shall be subject to disciplinary action.
1. Educational restrictions may include:
 - a. Loss of free time.
 - b. Loss of recreational privileges.
 - c. Loss of TV and movie viewing.
 - d. Loss of day and/or over-night pass privileges.
 2. Educational restrictions shall apply until the required educational curriculum material is satisfactorily completed by the student and approved by the teacher. They shall be recorded in the *Student Chronological Record* (Form 126).
- D. Student Evaluations**—Students shall be evaluated monthly by the teacher or his designee for overall performance and progress towards achieving discipleship in compliance with stated Teen Challenge goals. Evaluation shall be entered in their *Student Chronological Record* (Form 126).

DIETETICS/FOOD SERVICE

- A. Residential Program Food Service Requirements**—A residential program shall meet the requirements of the existing relevant code relating to the preparation, storage, and serving of food.

- B. Responsibilities of the Food Services Manager**—The Food Services Manager shall:
1. Provide assistance in planning new facilities or refurbishing old facilities, primarily with respect to food storage, preparation, and dining areas.
 2. Provide oversight for maintaining health, safety, and sanitation codes in food service.
 3. Consult with the program’s physician in the development of diet therapies.
 4. Assure that the program policies concerning food services are carried out.
 5. Be responsible for a system of record keeping that ensures the effective management of the food services department.
- C. Number of Meals Required**—At least three meals shall be provided daily.
- D. Menu Preparation**—Menus shall be prepared in advance and filed with the Administrative office. Meals shall provide a sufficient variety of nutritious foods served in adequate amounts for each resident at each meal.
- E. Diets Prescribed by a Physician**—All diets prescribed by a physician shall be submitted in writing to the Food Services Manager or his designee for implementation. For students requiring special diets, the information pertinent to the dietetic treatment as well as the diet itself, shall be entered in the *Student Chronological Record* (Form 126).
- F. Food Temperatures/Refrigeration**—Food shall be stored and served at proper temperatures. All food supplies shall be clearly labeled.
- G. Cleaning and Storage of Utensils and Equipment**—All utensils including dishes, glassware, and silverware used in the serving, consumption or preparation of drink or food for residents and staff shall be effectively washed, rinsed, sanitized, and stored after each individual use to prevent contamination.
1. Plastic-ware and china that has lost its glaze or is chipped or cracked shall be discarded. Disposable containers and utensils shall not be reused.
 2. Knives shall be kept in a locked drawer.
- H. Student Involvement in Food Service**—All student activities in food preparation areas shall be under the supervision of the Food Services Manager and shall be allowed only if it is part of the student’s planned discipleship program.
- I. Food Procurement**—All foods shall be purchased from sources that provide assurance that the food is processed under regulated quality and sanitation controls.
- J. Refrigeration/Safety-Opening Devices**—Walk-in refrigeration or freezer units shall be able to be opened from the inside even if locked.
- K. Food Handlers**—Persons working in food service shall be free of infections, communicable diseases, and open skin lesions. The health policies for persons working in the food service area shall be in compliance with health laws and regulations.

- L. Student Conduct at Meals**—Student conduct relating to food, beverages, and meals shall be governed by the following:
1. Students shall not remove items of food, drink, or dishes from the dining or kitchen area.
 2. Students are permitted in the kitchen only during scheduled times.
 3. Students shall have their own cup or drinking glass to use in dormitory areas.
 4. Students shall not diet, fast, or miss meals without prior staff approval.
 5. Students, even if they are not eating, shall be on time for the meal prayer unless they are sick or granted permission by staff personnel to be absent.
 6. Students shall not share their meal portions with other student and shall eat everything they are served.
 7. Students may not leave the table until receiving permission from the staff to be excused.
- M. Staff Personnel Kitchen Privileges**—Use of the kitchen facility by staff personnel after normal meal times shall be a privilege governed by the following policies.
1. Staff personnel shall be allowed to keep their own purchased food items in the kitchen refrigerator if granted specific permission by the Program Director.
 2. Teen Challenge food commodities shall not be used by staff personnel, interns, or volunteers unless granted specific authority by the Program Director or his designee. A violation shall be considered theft.
 3. Staff personnel using the kitchen facilities shall clean up after use.
 4. Failure to comply with established policies shall be cause for disciplinary action and loss of kitchen facility privileges.
- N. Food Services Review**—At least twice each year, the Food Services Manager shall prepare a food services report for the Director that should contain the following:
1. Results of any inspections by health authorities.
 2. Amounts of food, equipment, or supplies purchased by or donated to the program. The business office shall be informed of all donations.
 3. Equipment, renovations and/or personnel needed to better serve the population.

SANITATION

- A. Sanitation Policies and Procedures**—The policies and procedures governing the use, furnishing, cleanliness and decoration of the facilities shall be consistent with all applicable health laws and regulations. All buildings shall be clean and well maintained at all times. The exterior of buildings and grounds shall be neat and attractive.
- B. Policies Application**—Sanitation policies shall include the following:
1. Buildings shall be kept free of hazards such as:
 - a. Damaged floors, or worn floor coverings, cracked ceilings or walls, broken windows, damaged stair treads, loose handrails, or burned out light bulbs.
 - b. All floors, walls, ceilings, windows, furniture, and equipment shall be kept in good repair, clean, neat, orderly, and free from odors.

2. Each bathtub, shower, hand-washing sink and toilet shall be kept clean and free from odors. Tub and shower surfaces shall be provided with abrasive material to provide safe footing.
3. Water Supply—The water supply system in the residential program shall meet the requirements of the health department governing domestic water supplies.
4. Laundry—Soiled linens and clothing shall be stored in an area separate from the kitchen, dining areas, clean linens, clothing, and unrefrigerated foods.
5. Insects and rodents—All necessary measures shall be taken to prevent the entry into the facility of rodents, mosquitoes and other insects.
6. Litter—The grounds of the facility shall be kept orderly and free of litter.
7. Garbage—Garbage receptacles shall be clean, watertight, and kept covered with a tight-fitting lid. All garbage shall be disposed of on a regular basis.
8. No kitchen sink, hand-washing sink, bathtub, or shower shall be used for the disposal of wastewater.

PASTORAL COUNSELING SERVICES

Teen Challenge fulfills its stated purpose primarily through religious discipleship training. If programs choose to employ general therapeutic vocabulary such as, but not limited to, therapy, patient, client, psychosocial, treatment plan, etc., they may do so at their own discretion but must adhere to the principles of biblical consistency. All issues of Teen Challenge discipleship counseling shall be consistent with biblical principles and done in a pastoral way.

When a Teen Challenge center chooses to adapt specific tools or instruments (i.e. personality and temperament inventories, treatment plans, etc.), it shall be done in a biblically consistent manner using trained or certified personnel where appropriate.

Counseling Standards

1. Each student entering the program shall be assigned a counselor.
2. Counselors shall schedule a minimum of one session per week with their assigned students.
3. There shall be timely and regular documentation which records the nature and progress of counseling with each student.
3. Students shall not be permitted to seek counseling from any source other than Teen Challenge counselors unless approved in advance by designated staff personnel.
4. If it is determined that the student requires a more in-depth counseling approach, the Program Director or his designee may:
 - a. Seek professional counseling services for the student.
 - b. Refer the student to an outside agency or organization.
 - c. Use other alternatives agreed upon by designated staff personnel.

LEGAL SERVICES

- A. Policies**—No part of Teen Challenge policies dealing with legal services is intended to contradict any laws or rules of court now established or any principle of ethics related to

the practice of law. Where a conflict between these policies and laws of court or ethical principles exists, said laws, rules, or principles shall prevail.

- B. Student Legal Expenses**—Teen Challenge shall not be responsible for the legal expenses of a student prior to entry or during participation in the program. All such expenses shall be the responsibility of the student.
- C. Student Legal Information**—The information gathered on each student relating to legal assessment shall include:
1. Legal history.
 2. A preliminary discussion to determine the extent to which the applicant's legal situation will influence his progress in discipleship.
 3. The urgency of the legal situation.

At the time of admission if a legal situation exists, all subsequent issues and events shall be documented in the *Student Chronological Record* (Form 126).

- D. Student Legal Assistance**—The program should take reasonable steps to ensure that each student has access to legal assistance when it is warranted.

HEALTH, MEDICAL, AND DENTAL SERVICES

- A. Student Medical Expenses**—Teen Challenge shall not be financially responsible for the health, medical or dental needs of a student during program attendance. All such expenses incurred while in the program shall be the responsibility of each individual student.
1. Health, medical and dental care shall be sought through social agencies for students in the program who need it.
 2. The Program Director or his designee shall determine the seriousness of their needs and if it is required, he or his designee shall seek the appropriate remedy.
- B. Written Agreement for Medical Services**—There shall be an agreement, preferably by letter of consent or contract with a qualified physician, clinic, or hospital to ensure treatment of student's medical needs while in the program. These agreements shall be kept current and available for inspection by authorized representatives of the Board.

Detoxification: The Teen Challenge policy for withdrawal from substance abuse is without medication. Therefore, it is preferred that applicants pursue detoxification through the help of a doctor, hospital, clinic, or detoxification facility before entering the program.

- C. Physical Examination Required**—Students who enter Teen Challenge shall undergo a physical examination prior to entering the program or within 14 days of entry. *Student Application Form* (Form 109), as well as the *Medical Examination Form* (Form 117), shall be completed by the applicant and his physician and returned to Teen Challenge.
1. A tuberculin, STD, hepatitis, HIV, and other lab tests deemed necessary by the program shall be required at the time of a physical examination.

2. Results of the physical examination shall be placed in the student's file, as well as a record of their known allergies, current immunizations, and communicable diseases.
3. Identified needs shall be followed up with an action plan.
4. The medical record shall also contain a signed physician's prescription for any current medications, treatments, special diets, therapy, restraints, and/or aids to physical functioning.

D. AIDS Policy—Students applying to the Teen Challenge residential program shall be given the Teen Challenge *AIDS Policy Form* (Form 118) in writing. The student shall be required to read, accept, and sign the policy as an entrance requirement. The Teen Challenge AIDS policy shall be included in both the Student Manual and the Staff Policy Manual.

The Global Teen Challenge AIDS policy is not intended to discriminate against those who are HIV+, but identifies the limitations of working with those affected by the disease.

Teen Challenge does not discriminate against those who are HIV+ in its admissions procedures. Because a large number of IV drug users have been infected by the HIV virus, at any given time there may be one or more students in the program who are HIV+. Teen Challenge does not require students who are HIV+ to notify other students in the program of their HIV status.

Teen Challenge is not a medical care facility and is unable to provide 24 hour on-site medical supervision. Therefore, all students entering the program must be in good health and able to participate in all activities. If a student's health deteriorates to the point where he/she is no longer able to participate in the normal daily activities, or if they should require 24 hour medical supervision, that person should leave the Teen Challenge program.

1. Student Responsibilities:
 - a. HIV+ students who have family members or friends who could have possibly contracted the virus from them shall notify them immediately.
 - b. HIV+ students will not be allowed to work in the kitchen or in any food handling capacity at any time. There will be NO exceptions.
 - c. All students are prohibited from any sexual relationship with other students or staff. Violation of this rule is grounds for immediate dismissal.
 - d. Any HIV+ student that intentionally puts another person at risk of being infected with HIV virus shall be immediately dismissed.
2. Staff Responsibilities:
 - a. The counselor of a student who is HIV+ will observe the student's condition on a frequent and regular basis by checking:
 - (1) Physical progress
 - (2) Emotional progress
 - (3) Spiritual progress
 - b. The counselor will record the student's progress in his student file.

- c. Counselors are forbidden, without written permission of the student, to discuss the health condition of any student on his caseload, other than those individuals who are involved in the treatment process.
- d. The counselor will hold a weekly meeting with the Program Director or his designee to discuss the student's progress.

NOTE: General staff are not notified as to which students have tested HIV positive. Therefore, all staff are strongly encouraged to be very cautious with blood or body fluids from any student in order to maximize protection for everyone.

- E. Staff Personnel and Medical Related Activities**—Staff persons shall perform only those health-related functions delegated to them by the Program Director. The Program Director shall not delegate any staff person to perform any medical related activity that would be in violation of any laws or regulations governing such acts, or for which the staff person has neither training nor experience.
- F. Prescription Medication**—A written order signed by a physician shall be required before any prescription medication is administered to, or self-administered by any student.
1. Students shall be responsible for notifying staff personnel of medication they must take as prescribed by a physician.
 2. Students shall be responsible for asking staff personnel to dispense the prescribed medication at the required time.
 3. Medications prescribed for any student shall only be administered to that student.
 4. When a student self-administers his own medication, his self-administration shall be closely monitored by staff personnel.
 5. Students shall take prescribed medication in the presence of the staff person dispensing it and shall take it as directed by the physician.
 6. Only designated staff personnel shall dispense medication to a student.
 7. A record shall be kept on The *Student Medication Form* (Form 114) for each student for any drugs dispensed to them or self-administered by them, including over-the-counter medications.
 8. No alterations shall be made to a student's approved prescription medication dosage or schedule without written permission from a physician.
- G. Storage and Control of Prescription Drugs**—All prescription drugs stored in the facility shall be kept in a locked stationary container. Medications requiring refrigeration shall be stored in a locked refrigerator and/or container. Storage areas shall be accessible only to the assigned personnel.
- H. Non-Prescription Drugs**—The facility may maintain a secured supply of non-prescription drugs.
- I. Disposing of Drugs**—All unused, outdated, or recalled drugs shall be disposed of in a manner that assures they cannot be retrieved.

- J. Student Sicknes**s—A student who is sick shall be responsible for notifying the staff personnel on duty of his condition. The staff personnel will determine the appropriate treatment by:
1. Taking the student's temperature.
 2. Examining the student visually for credible signs of illness.
 3. Arranging a physician's consultation shall be arranged if deemed necessary.
- Each incident shall be recorded in the *Student Chronological Record* (Form 126.)
- K. First Aid**— A locked First Aid kit shall be located in each facility with keys provided for all staff personnel and it shall contain basic medical supplies.
- L. Medical Emergencies**—Staff personnel shall be required to be familiar with the appropriate phone numbers to summon medical aid and treatment in the case of a serious medical emergency. These phone numbers shall be posted by all telephones.
1. If the program has retained the services of a physician, he/she shall also be notified immediately.
 2. As soon as possible, the Program Director or Executive Director shall be notified of an emergency situation.
- M. Mental Health**—It is recommended that each facility have a qualified Christian mental health professional available for consulting on an as-needed basis.

PHYSICAL DEVELOPMENT

All students at Teen Challenge are expected to participate in regular physical recreation and group activities. Regular physical recreation is part of a healthy, well-balanced life-style and is an integral part of the program. The weekly schedule includes games, activities, and team sports which provide opportunity for students to exercise physically, learn teamwork, develop emotionally, discover new skills, practice anger management, etc.

SPIRITUAL DEVELOPMENT

The heart of the Teen Challenge discipleship program is the student's spiritual development. The program reflects this focus by emphasizing the following:

- A. Personal Devotions**—Spiritual growth is encouraged by personal devotion time, which is part of the daily schedule. Students spend their devotional time in prayer, meditation, and reading the Word of God. They learn to develop a meaningful and personal relationship with God that provides the basis for a victorious, overcoming Christian life.
- B. Chapel Services**—Regular chapel services are scheduled to provide the students with opportunities to learn the value of corporate prayer, worship, and other spiritual activities. They are exposed to Bible preaching and teaching from staff, and from a variety of invited guest pastors, evangelists, missionaries, and Christian workers.

- C. Bible Classes**—Scriptural principles for living are taught in regular Bible classes. The Teen Challenge curriculum contains a course of study written specifically for persons with life-controlling problems and focuses on the development of Christian character.
- D. Church Attendance**—Local church attendance for students on a regular basis is an important part of the discipleship program. In church, students are taught to become accountable to a local pastor. They learn to interact with a local congregation, give their first public testimony, and begin to develop a sense of belonging to a local church.

STUDENT RECORDS

The Teen Challenge student documentation consists of two primary documents:

- A.** The *Monthly Student Evaluation* (Form 127) and discipleship plan.
- B.** The *Student Chronological Record* (Form 126).

Monthly Student Evaluation

- A. After the student’s first fifteen days in the program, and at least every thirty days thereafter, the student’s primary counselor shall complete the *Monthly Student Evaluation* (Form 127) and discipleship plan.** The evaluation will include statements concerning issues such as:
- | | |
|---------------------------|---|
| Attitude and motivation | Family issues |
| Medical problems | Educational progress |
| Commitment to the program | Relationships with staff and other students |
| Work related issues | Spiritual growth |
- B. After completing the evaluation section, the primary counselor will define specific goals for the student.** These may be reading materials, activities, counseling, etc. The resources necessary to complete the goals shall be identified, as well as the expected completion dates.
- Goals do not need to be changed every month. This is an evaluation of existing goals regarding the student’s progress, and the goals may or may not need to be amended, deleted, or changed according to the student’s progress.
 - Goals should compliment the overall program structure of Teen Challenge.

**TEEN CHALLENGE
MONTHLY STUDENT EVALUATION (SAMPLE)**

Student Eric Day **Date:** 1/10/01

Counselor Kevin Anderson

<p>Student's Evaluation of Progress (Use back if necessary)</p>
<p>Eric states that this place is not helping him. Eric feels that the other students don't like him, and that he is ostracized.</p>
<p>When asked if Eric thinks he is different from last month's evaluation, he said that he is very encouraged about the family counseling, and that his wife is considering taking him back if he gets his sexual addiction under control.</p>

<p>Pastoral Counselor's Evaluation of Progress (Use back if necessary)</p>
<p>Eric's complaints about being ostracized are an excuse and a cop out because he is consciously choosing not to be involved with others in the program, and he feeds on being isolated. Eric's family situation has greatly improved as they are seeing a real difference. Eric's chronological record indicates he has been free of disciplinary problems, and that he has made a real effort in fulfilling his goals regarding his family.</p>
<p>One counselor logged in Eric's <i>Chronological Record</i> that Eric provided significant encouragement for a student who was considering leaving.</p>

<p>Specific Goals/Resources/Completion Date</p>
<p>1. Continue in the sexual identity groups/ on facility/indefinite</p>
<p>2. Enroll in Turning Point with wife /Highlands Church/April 7- Indefinite</p>
<p>3. Continue Family Counseling weekly, begin to meet with Eric and wife together</p>

STUDENT CHRONOLOGICAL RECORD

- A.** A chronological record shall be maintained on each student enrolled in Teen Challenge.
1. Each chronological entry shall include the subject code(s), date, narrative or descriptive entry, initials of the person making the entry, and time of incident and/or time of entry if necessary.

Narrative entries shall include the minimum amount of information necessary to accurately record the incident or situation while safeguarding the facility's liability risk management.

2. The student's chronological record is the primary record of the student's stay in Teen Challenge. It is essential that it be updated regularly.
3. The purpose of the chronological entries is to record the student's activities and circumstances. Chronological entries should be made when, but not limited to, any time the student has:
 - a. A medical or dental complaint or need.
 - b. Appointments outside the facility.
 - c. Legal information.
 - d. Significant correspondence.
 - e. Counseling.
 - f. Discipline.
 - g. Family issues.
 - h. Administrative incidents.
 - i. Any significant incidents or information.

- B.** The primary counselor of each student shall enter an evaluative statement regarding the student's progress a minimum of once per week.

- C.** If a staff member has any questions regarding liability risk management relative to documentation or program operations, he shall ask for guidance from the Program Director.

TEEN CHALLENGE

STUDENT CHRONOLOGICAL RECORD (SAMPLE)

Chronological codes:

- L = Legal – Probation Officer, divorce, litigation, etc.
- C = Counseling - Any discussion with student which involves counseling.
- M = Medical (All issues related to physical health, including routine appointments).
- P = Progress - Primary counselors mandatory weekly entry.
- D = Program Infractions and discipline.
- F = Family - Items having to do with family.
- A = Administrative
- E = Educational
- O = Any other activity that deviates from the normal activities of the program.
- A = Administrative

Entries, such as medical appointments, restrictions, suicidal thoughts, threats, etc. shall be communicated to the appropriate personnel on a need-to-know basis. The counselor shall initial each entry.

Student: Eric Day **Date of Entry:** December 12, 2000

Code	Date	Entry
O	11-22-00	Eric is already talking about leaving. Assigned him a partner with Jody Reeves. <i>GHL (staff person's initials)</i>
C	11-22-00	10:40P.M. Eric won't go to bed. Complaining. Spoke with him and Calmed him down. Pulled Jody out so he could get some sleep. <i>GHL</i>
C	11-22-00	11:05 P.M. Eric was seen walking around in the parking lot by an intern. I explained to Eric that he was endangering his right to stay in TC. <i>GHL</i>
A	11-23-00	Eric was assigned George Lanks as primary counselor. <i>GHL</i>
M	12-28-00	Eric's VD test came back positive. Took him to Dr. Reggiss. Medication schedule in the facility log. <i>TS</i>

RECORDS MANAGEMENT

- A. Program Director's Responsibilities**—The Program Director shall be responsible for the accurate preparation, maintenance, confidentiality and safe storage of all student records. Either he or his designee (normally the Intake Coordinator) shall be responsible for:
1. Maintaining a central file of student records in which information and documents are maintained in a manner consistent with Teen Challenge policies.
 2. Keeping all student files up to date and verify that staff personnel are making dated and signed entries according to program policies.
 3. Assisting in establishing criteria for orienting and/or training staff personnel in the use of student records.
- B. Legibility of Records**—All entries in records shall be in written in ink and prepared at the time, or soon after the occurrence of the event being recorded. They shall be legible, dated, and signed by the staff person making the entry.
- C. Access to Student Records**—Access to student records shall be limited to staff personnel directly involved in providing services to the students. Staff personnel authorized to have access to student information and records are:
1. Executive Director
 2. Program Director
 3. Intake Coordinator
 4. Counselor
- D. Dissolution of Facility**—Prior to the dissolution of any facility, the Executive Director shall turn over all records to the Board of Directors.
- E. Storage of Records**—There shall be adequate physical space provided for the storage and handling of student records.
1. All file cabinets containing student records shall be locked and marked CONFIDENTIAL
 2. When student data is stored on magnetic tape, computer files, or other types of automated information systems, there shall be security measures in place that will prevent inadvertent or unauthorized access to data files.
- F. Contents of Student Records**—Each student's file shall contain:
1. Results of all examinations, tests, and other assessment information.
 2. Reports from referring sources.
 3. Discipleship plans.
 4. Medication records which show the monitoring of all medications administered. All Prescriptions shall identify the medication, the quantity, method, frequency of administration, and the prescribing physician.
 5. Records of referrals to outside resources and reports from the same, including the name of the resource and date signed by the person completing it or by the staff member receiving it.

6. Correspondence, including relevant letters and dated notations of telephone conversations.
7. Signed consent forms and information release forms.
8. Progress notes filed in chronological order including the date observations were made and the signature and staff title of the person making the entry.
9. Records of services provided shall be sufficiently detailed so a person not familiar with the program can identify the types of services the student has received.
10. Discharge summary and follow-up information, if any.

CONFIDENTIALITY See Addendum L (Confidentiality-USA Policy).

NOTE: In some countries, criminal penalties exist for violation of the federal confidentiality laws. All staff must be familiar with these laws.

MINORS: How Teen Challenge operates in dealing with minors varies according to the prevailing law, and it is the responsibility of each center to be familiar with those laws.

RESEARCH PERSONNEL: See Addendum K (Confidentiality of Records for Research Personnel-USA Policy).

WORK PROGRAM

The Teen Challenge work program is made up of general and vocational work.

A. General Work Program—The general work program is designed to develop desirable attitudes and promote the development of Christian character through supervised, part-time work activity.

1. All students shall be given work assignments while in the program.
2. In the general work program, Teen Challenge students do not receive wages since they receive total provision for their residence and care. Also they may receive training similar to that of a vocational school which benefits for the future. Their work helps produce income to sustain the facility and the work experience is essential in the development of Christian character.

By Participating in the Work Experience Program, the Student Should:

1. Learn to assume responsibility.
2. Gain knowledge and attitudes necessary for successful job performances.
3. Acquire good work habits.
4. Learn how to get along with fellow workers and employers.
5. Develop personality and poise.
6. Learn the relationship between job production and wages.
7. Broaden their knowledge of occupational work and working conditions.
8. Develop a sense of self-worth, pride, self-confidence, and security.

B. Vocational Work Program—Vocational work experience provides specific occupational training and preparation for selected careers.

Along with the character building goals of the general work program, the vocational program is designed to teach the student basic skills in selected trades. Students choose or are placed in a variety of workshops where they receive practical experience and training in such areas as carpentry, welding, mechanics, gardening, ceramics, printing, etc.

Students usually receive only basic training in a trade, however those who show aptitude and interest often pursue additional training which may develop into a productive career.

At graduation, the students are issued a certificate that documents the hours they have spent in vocational training. This contributes to the building of their self-esteem and pride in accomplishing established goals, and documents their training for a future employer.

STUDENT RIGHTS

- A. Student Rights Policies**—A student rights policy shall be set forth in written form. It shall be written in clear, simple language, appropriate to the student population. The written policy shall prohibit the abuse, neglect, and exploitation of students. Times of fasting may be suggested by the ministry, however students shall not be forced or coerced to fast.
- B. Applicant Acceptance of Student Rights**—Before entering the program each applicant shall sign the *Student Entrance Agreement* (Form 112), accepting the policy and procedures governing student rights as set forth in the Student Manual.
- C. Student Rights Violations Reporting**—There shall be a written procedure that ensures compliance with the following:
1. Any staff member or volunteer who has any knowledge of an alleged incident involving acts or omissions which may constitute abuse, neglect, or exploitation shall make an immediate verbal report to the Executive Director or his designee.
 2. Any alleged incident of abuse shall be handled in accordance with state and/or local laws. Mandatory reporting of alleged abuse is normally required by law.
 3. The staff member or volunteer involved shall submit a written incident report to the Executive Director within 24 hours, who shall inform the Board of Directors.
- D. Student Grievance Rights**
1. Students shall have the right to seek remedy for any grievance. They shall submit the grievance in writing and shall have assistance in writing it if they are unable to read or write. The method for filing a complaint is:
 - a. Students may grieve directly to any staff member.
 - b. Students or persons acting on their behalf shall provide the Program Director with a written narrative report describing the grievance.
 2. The grievance shall be investigated and documented within 24 hours (72 hours on weekends) and there shall be a decision rendered within 7 days.

3. There shall be documentation in the facility's records of the receipt, investigation, and any action taken regarding the grievance.
4. Some of the following types of behavior shall be cause for a student or person on the student's behalf to file a grievance with the Program Director:
 - a. Physical abuse of one student by another.
 - b. Violation of student rights by staff personnel.
 - c. Physical abuse of a student by staff personnel.
 - d. Inappropriate sexual behavior by staff personnel.

STUDENT DISCIPLINE

A. **Authority, Responsibility, and Procedures for Student Discipline**—The Program Director or his designee shall be responsible for student discipline.

1. A student who is found to be in violation of stated program policies and procedures as set forth in the Student Manual and other applicable written rules and regulations, shall be notified of his unacceptable conduct by the staff personnel who observes or discovers such behavior.
2. Disciplinary action taken against a student shall be recorded in his *Student Chronological Record* (Form 126) and a *Violation of Program Rules Report* (Form 125).
3. Staff personnel are authorized to take appropriate disciplinary action in emergency situations.
4. Every attempt shall be made to express to the student that discipline is not a response in anger or getting even, but rather an action of love and understanding, designed to assist the student in developing a new and constructive life-style.

B. **Prohibited Student Discipline**—Forms of discipline prohibited are:

1. Any act or threat of physical punishment to a student.
2. Any act or threat to seclude a student in a locked room.
3. Any act or threat to withhold shelter, regular meals, clothing, or aids to physical functioning.
4. Any act or threat of authorizing one student to discipline another student.
5. Corporal discipline shall be prohibited. In the case of adolescents, it shall be administered only with the consent of the legal guardian of the student and in compliance with existing laws.
6. Students shall not be subjected to any harsh, cruel or excessive discipline.
7. Discipline shall not be used for the convenience of the staff. It shall be administered in a just and equitable manner. Circumstances that may lead to the immediate discharge of a student shall be clearly defined.

C. **Acceptable Student Discipline**—At the discretion of the Program Director or his designee, forms of discipline sanctioned by Teen Challenge are:

1. Denial of privileges—These may include, but not be limited to visitation rights, mail, telephone, recreation, and any other special privileges.
2. Work detail or special assignments during free time. Work assignments as delegated by the Program Director or his designee must be completed during the student's free time. A student shall not be on free time until the assigned work detail is completed satisfactorily.
3. Educational restrictions—A student not completing his class assignments satisfactorily or failing to complete the required curriculum material in the allotted time may be subject to all or a combination of educational restrictions such as:
 - a. Loss of free time.
 - b. Loss of privileges.
 - c. Assignment of additional or remedial class work.
 - d. Work detail assignments.
 - e. Special assignments.

D. Student Rejection of Discipline—A student who chooses to not accept the disciplinary action taken against him shall be discharged from the program.

STUDENT FOLLOW-UP FOR RE-ENTRY AFTER GRADUATION

During a student's final month at Teen Challenge, his counselor will help develop a follow-up/re-entry plan. The plan may address issues such as family, housing, transportation, employment, continued education, church integration, ministry, etc. Legal obligations the student might have shall be considered, such as restitution, child support, probation/parole, or any other court matters. Immediate, intermediate, and long-range goals will be established, and the counselor will help the student identify someone who will help him be accountable as the student works toward those goals (See *Student Follow-Up/Re-entry Form (After Graduation)*, Form 130).

FACILITIES AND EQUIPMENT MANAGEMENT

The Teen Challenge policies and procedures governing the use, furnishing, and decoration of its facilities shall be consistent with the program's philosophy. All facilities shall comply with all applicable state and local building, fire, health, safety, sanitation, electrical, plumbing, and zoning codes appropriate to the size and use of the residential facility.

- A. Cleanliness and maintenance**—All facilities, buildings, vehicles and grounds shall be kept clean and well maintained at all times, inside and out.
- B. Construction and Alteration**—Prior to construction of a new building or major alteration or addition to an existing building, the following shall be accomplished:
 1. Approval requested by the Executive Director from the Board of Directors.
 2. Plans shall be in accordance with the current codes.
 3. Adequate plans shall be drawn and shall specify the date by which construction or major alterations are expected to be completed.

4. As required, construction plans shall be prepared and stamped by a licensed architect and/or engineer.
 5. All water, sewage, and electrical systems shall comply with the existing codes.
- C. Interiors**—All rooms used by residents and staff shall have floors, walls, and ceilings which meet the interior finish requirements of the building code.
- D. Dining Room**—A separate dining room or area shall be provided for the exclusive use of the residents, employees, and invited guests and shall:
1. Seat at least one half of the residents at a time with sufficient tables and chairs.
 2. Be provided with adequate ventilation.
- E. Living Room**—A separate living room or lounge area shall be provided for the use of residents, employees, and invited guests.
- F. Bedrooms**—Bedrooms shall be provided for all residents and shall:
1. Be separate from dining, lounging, laundry, kitchen, and storage areas.
 2. Have an operable window of at least the minimum required by the fire code.
 3. Provide permanently wired light fixtures located and maintained so as to give adequate light to all parts of the room.
 4. Provide a curtain or window shade at each window to assure privacy.
 5. Provide a bed with a frame, a clean comfortable mattress, a pillow and a storage area for personal belongings.
 6. If possible, provide sheets and pillowcases, appropriate blankets and towels.
- G. Bathroom Facilities**—Bathroom and bathing facilities shall be provided and conveniently located in each building containing a resident bedroom and shall:
1. Provide at least one toilet and one hand-washing sink (near the toilet) for every eight residents, and one bathtub or shower for every ten residents.
 2. Provide permanently wired light fixtures located so as to give adequate light.
 3. Provide for individual privacy.
 4. Provide a mirror.
 5. Provide adequate ventilation.
- H. Plumbing**—Hot and cold water, installed and maintained in compliance with current building code, shall supply all faucets conveniently located throughout the facility.
- I. Laundry Facilities**—Laundry facilities shall be separate from resident living, kitchen and dining areas and shall be kept clean at all times. Electrical, gas and water line connections shall be inspected quarterly and records shall maintained of such inspections.
- J. Storage Areas**—Appropriate storage areas shall be provided for:
1. Food, kitchen supplies, and utensils.
 2. Clean linens.
 3. Soiled linens and clothing.
 4. Maintenance, housekeeping supplies, cleaning compounds, and equipment.

5. Poisons, chemicals, insecticides, and other toxic materials. These shall be properly labeled, stored in the original container, and kept in a locked storage area.
- K. Examination Room**—Examination and counseling rooms shall be kept clean and tidy. They shall be rooms or areas offering reasonable privacy where individual examination, assessment and counseling can take place.
- L. Food Service Area**—The food service area shall be appropriately located and equipped. The layout of the area shall be appropriate to the area’s type and size to ensure the distribution of food under safe and sanitary conditions and in compliance with code.
- M. Heating and Ventilation Systems**—The facility shall be adequately heated and ventilated by mechanical or natural means.
1. Heating, ventilation, and all electrical systems shall be inspected regularly and shall be kept safe and functioning.
 2. Records shall be kept of maintenance and inspections. The records shall be the responsibility of the Program Director or his designee.

PHYSICAL PLANT POLICIES

The Executive Director is responsible for the care, maintenance, and protection of the physical assets of the ministry. All staff personnel must help maintain the facilities by:

- A. Shutting lights off when leaving a room.
- B. Cleaning up after projects are completed.
- C. Returning equipment to its proper place after use.
- D. Not hanging excessive pictures or wall coverings without prior approval.
- E. Being responsible (as the last person out) for closing all windows, turning off the air-conditioner, and locking all doors when leaving at the end of an activity.

EMERGENCY POLICIES AND PROCEDURES

- A. Adequate Policies**—The Teen Challenge policies and procedures governing the use of its facilities shall be appropriate to the number and types of residents served. These policies shall include a housekeeping and maintenance schedule for:
1. All heating, cooling, refrigeration, food service and other equipment.
 2. Pest control and garbage removal.
 3. All vehicles.
- B. Documentation of Incidents/Accidents**—A written description of any injury, accident, or unusual incident involving any resident shall be recorded on an *Incident Report Form* (Form 123) and placed in the individual’s file. If the incident is severe, the Program Director shall be notified who will then notify the Executive Director, if necessary.
- C. Resident Capacity**—The number of residents shall not exceed the allowable capacity as designated by the building code.

D. Emergency Plan—A written emergency disaster plan appropriate to the types of possible emergency conditions shall be developed for the facility. It shall be posted next to the telephones and a copy shall be distributed to all personnel. It shall include:

1. The assignment of staff personnel to specific responsibilities in case of an emergency.
2. Instructions for the evacuation of residents and staff personnel in the event of fire, explosion, or other emergency.
3. Information concerning the location of emergency equipment.

E. Emergency Information-Telephone numbers

Telephone numbers for the following must be kept current and posted in each facility by the telephones:

Ambulance	Fire Department
Police	Doctor
Dentist	Hospital Emergency Room
Executive Director	Program Director

1. **Fire Safety**—Teen Challenge shall provide fire safety equipment appropriate to the number of residents served and shall meet the requirements of the fire code.

a. Fire detection and protection equipment shall be inspected as required by the fire code.

There shall be current written reports of the findings of such inspections and of any improvements made as a result of the inspections kept on file in the Administrative Office.

b. Fire drills shall be conducted monthly, at unexpected times and under varying conditions to simulate the conditions of fire emergencies to:

(1) Train staff personnel and residents the proper method of evacuating buildings in an orderly and controlled manner.

(2) Ensure that all staff personnel on all shifts are trained to perform assigned tasks and are familiar with the operation of the fire-fighting equipment.

(3) Evaluate the effectiveness of the emergency plan.

c. The Program Director or his designee shall be responsible for planning and conducting the drills.

d. All persons at the facility at the time of the fire drill shall be required to participate in drill. In facilities with continuously changing residential populations, fire drills may be limited to staff members.

e. Fire drills shall be recorded in the facility records.

2. **Fire Emergency Procedures**

a. In the event of small fires:

(1) Make sure everyone gets out of the building.

(2) Call the Fire Department.

(3) Try to control the fire only if it is still small.

(4) Aim a stream of water or the extinguisher at the base of the fire.

- b. In the event of large fires:
 - (1) Sound the fire alarm and help others out. Don't panic.
 - (2) Close all doors and windows behind you if possible.
 - (3) Move toward the nearest exit and stay low if there is smoke.
 - (4) If possible, cover your nose and mouth with a damp cloth.
 - (5) Meet outside the building.

The staff personnel in charge shall verify that everyone is safe and accounted for.

3. Types of Fires and How to Fight Them

- a. Cooking fires:
 - (1) Turn off the appliance.
 - (2) Don't use water.
 - (3) Smolder a stove fire by covering the pan or closing the oven.
- b. Clothes on fire:
 - (1) Lie down, don't run.
 - (2) Roll up in a blanket, coat, or rug. Roll on the ground if no covering is available.
- c. Electrical fires:
 - (1) Unplug the appliance or switch off the circuit breaker box.
 - (2) Don't use water. Use an extinguisher or baking soda.
- d. Vehicle fires:
 - (1) Shut off the engine.
 - (2) Use the fire extinguisher.
 - (3) Move away from the vehicle.

F. In Case of Emergency—A staff person, or responsible resident age eighteen or older and capable of taking appropriate action in an emergency, shall be on site at all times when one or more residents are present on the premises.

G. Flashlights—Operative flashlights, sufficient in number, shall be readily available to the staff personnel in case of emergencies.

H. Flammable and Combustible Material—All flammable and combustible materials shall be properly labeled and stored in the original container in accordance with the fire code.

OPERATION OF TEEN CHALLENGE VEHICLES

A. Drivers License—Staff personnel shall possess a valid drivers license in order to operate Teen Challenge vehicles.

B. Vehicle Use Form—Staff personnel using and operating a Teen Challenge vehicle shall be responsible for filling out the *Vehicle Use Form* (Form 104) and a *Driver's Safety Agreement* (Form 105).

C. Damage or Abuse to Vehicles—Damage or abuse to Teen Challenge vehicles shall be reported immediately on the *Vehicle Use Form* (Form 104).

- D. Enforcement of Rules and Regulations**—Staff personnel operating a Teen Challenge vehicle shall be responsible for enforcing all applicable rules pertaining to its use.
- E. Fuel, Oil, and Mechanical Systems**—Prior to the use of any Teen Challenge vehicle, staff personnel shall visually check engine fluid levels (gas, oil, water) and tire pressure for appropriate operating conditions. The operation of head lights, turn signals, brake lights, and warning devices shall also be verified for correct operation. Malfunctions shall be reported to the proper staff personnel for repair.
- F. Vehicle Passenger Rules and Regulations:**
1. Passengers shall remain seated with their feet on the floor while the vehicle is in motion.
 2. There shall be no wrestling or horseplay in or around the vehicles.
 3. Hands, legs, arms, or objects shall not be extended out of the windows or doors while the vehicle is in motion.
 4. Litter shall not be thrown out of the vehicles. Vehicles shall be left clean and neat after each use. Eating in the vehicle is at the driver's discretion.
 5. Doors and windows shall not be slammed shut or opened in any unnecessarily forceful manner. Vehicles shall not be abused in any manner.
 6. Passengers shall cooperate with the driver of the vehicle at all times.
 7. No hitchhikers shall be picked up.
- G. Fueling of Vehicles**—It shall be the responsibility of the staff person last using and operating a Teen Challenge vehicle to see that it is fueled and ready for further use.
- H. Vehicle Accident Procedures**—In case of an accident, the driver shall:
1. Call the police
 2. Call for an ambulance if there are any injuries.
 3. Call a member of the Teen Challenge leadership.
 4. Do not admit fault.
 5. Complete the accident form, getting the name, address, and insurance company information of all other parties involved in the accident including the name and address of the driver, every passenger, and any witnesses.
- I. Tickets**—Drivers receiving tickets while driving a Teen Challenge vehicle are responsible for their payment.
- J. Vehicle Use**—No vehicle may be used by outside parties as per insurance policy.
- K. Vehicle Equipment**—Flares, first-aid kits, and a fire extinguisher shall be kept in all vehicles and should be routinely checked.
- L. Violation of Policies and Procedures**—Staff personnel, interns or volunteers who violate the policies governing the use of Teen Challenge vehicles may be subject to:
1. Disciplinary action.
 2. Payment for any damages caused.

OUTREACH MINISTRY

Evangelism is a priority of the Teen Challenge program. Some methods used for outreach are:

- A. **Street Evangelism**—Street meetings, preaching, personal witnessing, literature distribution, dramas, human videos, puppets, music groups, etc. with the emphasis on reaching people with life-controlling problems.
- B. **Prison Ministry**—Bible studies and services held in jails and prisons, attempting to reach men and women with the Gospel. Many individuals are referred to the resident program through this ministry.
- C. **Coffeeshouses**—In inner-city outreaches, coffeeshouses are used as a contact point to attract persons with problems in an effort to reach them with a message of hope.
- D. **Homeless Outreach**—Distribution of Bibles, blankets, food and literature to the homeless is a ministry to those in need.
- E. **Literature Distribution**—Bibles, New Testaments, books like “The Cross and the Switchblade,” and tracts are handed out on street corners and door-to-door evangelistic efforts to make people aware of the Teen Challenge ministry.
- F. **Youth Meetings**—Teen Challenge may sponsor youth rallies and present testimonies of students who have found deliverance from addictions.
- G. **Prayer Meetings**—Weekly prayer meetings can be scheduled at Teen Challenge and be open to people in the community.
- H. **Church Ministry**—Area churches are often visited by Teen Challenge teams, offering special music, drama, testimonies and preaching.
- I. **Radio Ministry**—There are often opportunities to maintain a radio program or be a frequent guest on a radio program.
- J. **Food Distribution**—When Teen Challenge receives food donations, it is often able to share that food with those who have needs and present the Gospel as well.
- K. **Handicapped Outreach**—Teen Challenge may find opportunities to assist handicapped persons with food, maintenance, transportation, etc.
- L. **Ethnic Outreach**—Specific ethnic groups may be reached by prayer meetings, food and/or clothing distribution, Bible studies, etc. in their communities and in their language.
- M. **Children’s Outreach**—Special programs may be developed to reach children, by story hours, street meetings, Bible studies, etc.

- O. School Meetings**—Often there are opportunities to present the ministry of Teen Challenge to public and private schools and at parent teacher association (PTA) meetings. The emphasis is usually on substance abuse and prevention. Teen Challenge students give their personal testimonies followed by a question and answer period.
- P. Community Civic Associations and Clubs**—Teen Challenge staff are often asked to speak at community civic associations and clubs to present the ministry. The format of these meetings can also be similar to school presentations.
- Q. Pastoral Counseling and Referral Service**—A small office can be manned and maintained for this purpose.