



Helping People Who Hurt

Student Guidelines

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INTRODUCTION AND PURPOSE

The purpose of the Teen Challenge program is to reach and train men ages 18 and over who have life-controlling problems. Teen Challenge has a proven track record of unprecedented success for over forty years. This success is due to one thing: the power of Jesus Christ to completely deliver.

In light of that, the one essential for every student entering the program is a willingness to allow the Lord to work in his life through the ministry of the Teen Challenge staff.

The following pages contain guidelines that have been developed in order to maximize the discipleship process. The guidelines are strict. They are not intended to make you miserable—they are designed for your protection and growth. They assist staff personnel in maintaining an orderly environment in which 60 adults can live harmoniously. Without these guidelines, chaos reigns. With them, a structured environment is maintained in which everyone can grow together.

It is important to note that once you are accepted, you enter with the understanding that you plan to complete the entire program, which is a minimum of 12 months in length. If this is what you want, then Teen Challenge is for you!

DISCIPLESHIP STRUCTURE

✓ Induction Phase

This phase lasts approximately five months.

- The first two weeks of the program are the “adjustment period.” During this time, you are not eligible for phone, letter or visiting privileges. However, you may place one five-minute call to immediate family, your pastor, an approved male Christian friend, or legal authorities within your first 24 hours. The adjustment period lasts for four weeks for returning students. Following the adjustment period, you are eligible for phone, letter, and visit privileges as outlined in these guidelines.

✓ Training Phase

This consists of two months of added responsibilities and more intense training.

✓ Re-Entry Phase

This phase is at least five months long and takes place in our Omaha, Nebraska facility. During this phase, you will obtain full-time employment, maintain a personal budget, become involved in a local church, and serve others.

✓ Completion

Successful completion of the residential program is recognized during a Completion Service in which family and friends join us to celebrate your accomplishment!

✓ Graduation

Graduation is held annually in June. To be eligible for graduation, you must:

- Have completed the program at least 12 months prior.
- Maintain a good relationship with a local church.
- Maintain monthly contact with Teen Challenge staff personnel.
- Receive positive evaluations from your Pastor and/or accountability partner.
- Demonstrate ongoing spiritual growth.

Program Timeline				
Phase	Induction	7-Day Pass	Training	Re-Entry
Length	5 months		2 months	5 months

PROMOTIONS

Our desire is to see your relationship with God grow strong—not just get you through a program. In light of that, the above timeline is a guide, but is not the final basis upon which you will be promoted to the next phase. You'll be evaluated regularly with regard to **commitment, cooperation, sincerity** and **yielding** to the Lord. These evaluations will be used in determining when you are promoted. Remember that Teen Challenge is a *minimum* of 12 months in length.

GENERAL GUIDELINES

INDUCTION INTO TEEN CHALLENGE

- Letters of acceptance into Teen Challenge are void 30 days after the date of that letter.
- There is a non-refundable \$20 application fee due with every application submitted.
- You must have a valid driver's license (or state issued photo ID) to enter Teen Challenge.
- You must have a Social Security card, or have applied for one to enter Teen Challenge. If you don't have a card, you must provide proof that it has been applied for.
- You must have a physical exam, which has been completed within one month prior to your entry date. This includes blood work showing HIV and Hepatitis status, proof of Tetanus, and documentation of skin disorders. This is required prior to entering Teen Challenge.
- Before entering Teen Challenge, you must provide one of the following: 1) all test results, or 2) proof that the physical has been completed, and results are being sent to Teen Challenge. Adequate proof consists of a signed doctor's statement submitted on prescription pad or letterhead.
- Your hair must be off the collar and no longer than the middle of the ear before entering Teen Challenge.
- There is a non-refundable \$750 entry fee due upon entrance in the Teen Challenge program. This fee is non-refundable regardless of drop-out or dismissal. Cashier's Check or Money Order payable to Teen Challenge of the Midlands are acceptable forms of payment. No personal checks.
- You must provide proof of having earned a high school diploma or GED. If you have not earned one of these, or cannot provide proof, there is an additional \$100 fee for GED classes.
- Students entering the program will apply for food stamp subsidy while housed at Teen Challenge. Participation is contingent on the student's eligibility with the state. Assigned staff will coordinate this when you arrive, and unused food stamp cards will be returned to you when you leave the program.
- Everyone entering the program will undergo a complete search of person and possessions in order to eliminate any forbidden items. We also reserve the right to check your person or possessions or require you to submit to a urine analysis at any time.
- Money brought with you will be kept in our safe, under your name. The remaining balance, if any, will be returned when you leave Teen Challenge.
- Teen Challenge conducts an annual fund-raising event in which all students participate. We provide necessary guidelines, training, and resources for this event, and will present more details as the event draws near.

NECESSARY ITEMS

- You will have 30" of hanging space (hangers are provided) and two storage containers (35"x17"x5") for your clothing.
- Dress, casual, and work clothing. Please refer to the Dress Code section for specific clothing items needed as well as those not permitted.
- Do not bring more than you will need! Anything that will not fit in these spaces will be shipped back at your expense. We do not have storage space for excess clothing and personal items and will not be responsible for items left after termination.
- You will need paper, writing materials, envelopes and stamps. Bibles are provided if you don't have one.
- Basic hygiene products (deodorant, soap, shampoo, etc.) which will fit in a shaving kit (12"x6"x5") provided by Teen Challenge. Extra hygiene products may be stored in the storage containers under your bunk as long as it is kept neat and orderly.
- Shower shoes.
- Personal handheld CD players with headphones are permitted, but cannot include a built-in radio. iPods and mp3 players are not allowed.

FORBIDDEN ITEMS & ACTIONS

Teen Challenge is a Christian discipleship program—it is not a treatment program or rehab facility. We utilize biblical principles to identify and deal with root issues leading to sin. In light of that, anything that might contradict biblical truth is not permitted. This includes personal clothing items, music, pictures and keepsakes, as well as relationships and contact with certain people who might be a detriment to your walk with the Lord.

It's been said, "If you always do what you've always done, you'll always get what you've always gotten." Our intention is not to control your life, but to establish an environment where you can make a break with things that have held you back, and begin to live your new Life in Christ. In light of that, listed below are some of the forbidden items and actions.

The following actions are forbidden:

- Leaving Teen Challenge property unless accompanied by staff.
- Back-talk or arguing with staff.
- Physical or verbal abuse of anyone.
- Possessing, and/or playing secular music.
- Name-calling.
- Grumbling or complaining of any kind.
- Stealing.
- Touching children of staff, students, or visitors.
- Abusing or damaging Teen Challenge property.
- Giving, trading, or buying items for or from staff.
- Moving furniture or other items in the building without permission from staff.
- Relationships with the opposite sex outside of spouse and family.

The following items are forbidden:

- CD's or audio tapes.
- Cell phones.
- Musical instruments.
- Books other than the Bible and/or personal journal.
- Magazines or newspapers.

*If you have any of these items at intake or at any other time during the program they will be confiscated and will not be returned to you.

The following behaviors are grounds for immediate dismissal:

- Lying or deceit of any kind.
- Assaulting staff or students.
- Encouraging other students to drop out.
- Talking to other students about suicide or attempting suicide.
- Leaving the property unless accompanied by staff.

FEES

Students will need money on account for travel, education and miscellaneous expenses. Fees are handled differently than contributions. Contributions are optional gifts given to Teen Challenge to be used for general operations or specific capital projects. Contributions are not committed to the care of a particular student or his needs, therefore, the donor will receive a tax-deductible receipt for their gift.

Fees are specific, required expenses which are applied toward a particular student's needs. Because fees are involuntary, payees are not eligible for tax-deductible receipts for payment.

TRANSPORTATION

When you need Teen Challenge to provide transportation to personal appointments, money will be withdrawn from your account.

- The mileage rate is based on the current year IRS reimbursement figure.
- Charges are per-student, regardless of how many are transported at one time.
- Mileage is based on MapQuest routes from 900 N. League Rd., Colfax, IA; drivers may or may not drive that route.
- Miles are rounded up or down.
- Signatures on your account register will document the withdrawal date, amount, and reason for the transaction.
- The driver will complete a carbon receipt following each trip. A copy will be provided to you for your records.
- If family or others handle transportation, you may be subject to drug, alcohol and nicotine testing upon return. There will be a \$10 charge for this testing.

The chart below lists typical destinations and round-trip mileage.

Typical Destinations	Round Trip Mileage	Sample Cost (.55/mile)
Skiff Hospital, Newton	25.0	\$13.75
Primary Health (E. 14 th St Des Moines)	53.0	\$29.15
State Probation Office (10 th & Washington)	54.0	\$29.70
Des Moines International airport	62.0	\$34.10
University Hospital, Iowa City	181.00	\$99.55

EDUCATION

- If you participate in one of our work-study programs, there will be a curriculum fee which varies by class. For instance, the cost for Construction Training courses is \$25. If you wish to keep the text book, you will be responsible for the \$50 payment.
- There is a \$100 fee for GED classes. Please see the section titled “Education”.

MISC. FEES

- You will be responsible for payment of damage to Teen Challenge property or property owned by others.

HEALTH, HYGIENE & APPEARANCE

HEALTHCARE PRECAUTIONS

- Students with coughs and colds are not permitted in the kitchen.
- You are required to wear rubber gloves when cleaning bathrooms. Food Service gloves are required when working in the kitchen.
- You are required to shower daily. Showers may be taken only at pre-arranged shower times. Teen Challenge provides a laundered towel for each shower you take.
- You may not walk around in bare feet at any time.
- Teen Challenge provides a new pillow for you upon program entry.
- Each bunk is fitted with a mattress pad, plastic liner, and bedspread. The liner is disinfected once the bunk has been vacated, and sheets, and pads are laundered weekly.
- You also have a laundry basket assigned to you. This is disinfected weekly at your scheduled laundry time.
- You are not to use other student’s personal hygiene products including soap, deodorant, hair gel, combs, razors, clippers, tweezers, etc.

- Staff personnel have access to phone numbers to summon medical aid and treatment in the case of a serious emergency.
- You will be given the opportunity to enroll in a major medical healthcare policy upon program entry. This is to offset the costs of medical expenses should you be injured or become seriously ill during the lifetime of the policy. You may accept or decline this coverage, in writing. You will be responsible for all policy premiums if you choose to accept this coverage.

HIV+ POLICY (and other blood born diseases)

Teen Challenge does not discriminate against those who are HIV positive in our admissions procedures. Because a large number of intravenous drug users have been infected by the HIV virus and other disorders, at any given time there may be one or more students enrolled that are HIV positive, or infected with other diseases. This center does not require students who are HIV positive to notify other students of their HIV status.

Teen Challenge is not a medical care facility and is unable to provide medical supervision. Therefore all students desiring entrance into Teen Challenge must be in good health and able to participate in all activities. If your health deteriorates to the point where you are no longer able to participate in the daily activities or your medical condition requires supervision, you will withdraw yourself from Teen Challenge.

All students will be required to pay for any medical services **at the time of treatment.**

SICKNESS, DENTAL & MEDICAL CARE

- It is your responsibility to notify staff personnel when you are sick.
- Scripture teaches that it is the responsibility of the sick to call for prayer by spiritual leaders. If you're not feeling well, please ask staff personnel to pray for you.
- It is the responsibility of staff personnel to determine appropriate treatment by:
 - ✓ Taking your temperature.
 - ✓ Making a visual examination for credible signs of illness.
 - ✓ Consulting a physician if necessary.
- Many times the Lord heals right away, and other times He uses physicians and other healthcare professionals. If you need a doctor, see one of the Ministry Partners. They will arrange all healthcare appointments for you—you are not to schedule these on your own.
- If you have pre-arranged appointments prior to entering Teen Challenge, tell the Admissions Coordinator, so we can make appropriate arrangements.
- Unless you're extremely sick, for example, vomiting or severe diarrhea, you will be expected to be showered and dressed every day. If you are still too sick to take part in the day's activities, you may return to bed with prior approval from staff on duty.
- When you are sick, you will remain on the dorm floor all day, except to use the restroom. Meals (consisting of broth and crackers) will be brought to you.
- You are not to visit with other students.
- You may not lay hands on other students or staff personnel unless you have permission from them.
- Notify staff personnel immediately in the case of discharge (vomiting, bloody nose, bleeding cuts, etc.).

Our primary objective is to help people grow spiritually, which means we often minister to physical needs. However, in the process of ministering to hurting people, we don't want to leave health-care providers holding the bill. To accomplish both objectives, we observe the following guidelines:

Before medical care is needed

- As part of the interview process, applicants are advised to have a verifiable means of payment in the event medical or dental care is necessary. Absence of these means does not necessarily equal non-acceptance into the program, but brings awareness to a possible problem if care is needed.
- Applicants may be covered under a health-care plan carried by their parents, spouse, employer, or other persons. Information related to this should be copied and noted in the student file.
- Applicants are offered the option of enrolling in an individual health care plan as part of the post-admissions process.
- Once in the program, you'll be asked how you might pay for healthcare if necessary.

Emergencies

- In emergencies, call 911.

- Document everything pertaining to emergencies including date, time, and location of the emergency, witnesses, actions taken immediately following the emergency, etc.
- First-aid kits are located in all multiple-passenger vehicles (bus and 12-passenger vans). They're also in various locations throughout the building. In addition, staff on-duty has access to a Red Cross fanny pack with basic first-aid supplies.

Non-Emergencies

- We utilize free health-care providers where possible.
- If a free provider is not an option, and the student is covered by a health-care plan, Ministry Partners will set up an appointment.
- Appointments will be scheduled by Ministry Partners outside of chapel and classroom time.
- Students are not allowed to schedule their own appointments or follow-ups.
- We will not schedule medical appointments if the student does not have a verifiable means of payment.
- Teen Challenge staff are to transport students to medical appointments and sit with them during the appointment.
- To verify results the diagnosis and plan of treatment, male staff is to have personal contact with the physician or healthcare provider during or immediately following the appointment (prior to leaving the clinic).
- Staff should receive paperwork from the provider following the appointment (diagnosis, prognosis, prescriptions, and other papers).
- If sample medications are provided, they need to be accompanied by the physician's signed and dated prescription on a prescription pad or letterhead.
- If a prescription is advised, it must be written on the physician's a prescription pad.
- If the prescription is to be filled, advisors will accompany the student into the pharmacy for verification purposes.
- The filled prescription will be given to the advisor, who will get it entered into the med cabinet, and make sure appropriate paperwork is completed.
- Refer to the Health, Hygiene, and Appearance section of the Student Guidelines for more information.

MEDICATIONS

- When you need medication, you are responsible for asking staff personnel on duty at med-call.
- A detailed log of medications taken while enrolled in Teen Challenge will be kept for each student.
- Staff personnel will have a current list of students requiring prescription medications in the medication room.
- Daily med-call is conducted at breakfast, lunch, supper, and bedtime. Saturday med-call times are 8:00am, 11:15am, 5:15pm, and 9:00pm. Special consideration will be made for prescription medications that must be taken at other times.
- Medications (prescription and over-the-counter) are to be taken according to label directions only. No extended use of over-the-counter medication that conflicts with the directions on the bottle will be allowed without first seeing a physician, and receiving signed doctor's orders on prescription pad or letterhead.
- You are required to take and complete all prescriptions unless released by a medical doctor. This written release must be submitted to Teen Challenge, and will be kept in your file.
- All medications (prescription and over-the-counter) must be in their original containers with label directions and prescription information legible.
- Non-prescription creams and ointments may be stored in your hygiene bin on the dorm floor only.
- Medication samples must include signed doctor's orders on prescription pad or letterhead.
- Multiple medications must be stored in separate containers.
- Multi-vitamins, antacids, decongestants, etc. will be locked in the medication room and dispensed by staff personnel.
- You will not be allowed to take non-prescribed medication without approval from one of the Ministry Partners.
- You may not take energy producing or muscle enhancing products without a doctor's prescription.
- All oral medications are to be taken at med-call, in the presence of a staff member.
- If the medication requires water, bring it with you to med-call.
- Narcotic pain relievers are **NOT** permitted.
- Inhalers and external medication may be kept by the student with approval of staff personnel.
- Medications prescribed for one student will not be administered to another student or employee.
- Teen Challenge policy concerning psychiatric medications is that we desire you to wean off them with your doctor's approval and written permission.
- Unused, outdated, or recalled drugs are disposed of in a manner that assures they cannot be retrieved.

HYGIENE

- Teen Challenge policy is that your hygiene and appearance be appropriate for the environment you're in (chapel, work time, etc.).
- Hair is to be off the collar, no longer than the middle of the ear and must be combed for all meals and activities.
- You must have the Ministry Partners permission if you want to shave your head.
- You may not cut your own hair (except shaving) or another student's hair without written permission from one of the Ministry Partners each time.
- Hair coloring is not allowed.
- Sideburns must be no longer than the bottom of the ear, mustaches must be well trimmed, and beards are not permitted.
- You must shave every morning before breakfast.
- Showering and brushing of teeth are to be done daily.
- Shower accommodations include a common shower room. If this presents a struggle for you, please discuss it with the Intake Coordinator during the application process. If it becomes a problem once you're in the program, discuss it with the Ministry Partners or a mentor.
- Showers are to be 3-5 minutes in duration.
- No showers are allowed before 5:00am and after 9:30pm.
- You should not be around other students while nude (except in the shower room). In addition, you may not sleep nude, and shorts or pants with no fly or a closed fly are required anytime you're out of bed.
- Shower times are listed on the daily schedule on the last page of this handbook.
- Towel laundry policy is as follows:
 - ✓ Dry off in the drying room and discard towels in laundry baskets located in the drying room. Do not take your towel out of the drying room.
 - ✓ Towels will be available from the towel monitor the first five minutes of each shower time.
 - ✓ Others may not check towels out for you.
 - ✓ Towels are to be used as distributed; they may not be saved for later shower times.
 - ✓ You are allowed one towel per shower. Therefore, you should use your towel while shaving, and then shower.
 - ✓ The towel monitor and student monitor will bring towels down in the morning and the towel monitor will put the towels in the wash.
 - ✓ If there are not enough clean towels for morning showers, the towel monitor and student monitor will bring towels down after last shower time at 9:30pm, the towel monitor will put the towels in the wash and they will be put in the dryer in the morning.
 - ✓ Towels must also be laundered on the weekends at these times.

DRESS & APPEARANCE

Part of beginning a new life includes looking and dressing the part. As a Christian, you represent Christ all the time, not just while you're at Teen Challenge. The dress code applies at all times, including your visits and passes.

Prohibited Clothing	
Low-riding, sloppy jeans	Tight-fitting clothes
Bath robes	Excessively worn clothing
Cutoff jeans	Shorts not reaching at least mid-thigh
Earrings or other body piercing	Bandana & Du-rag
Clothing with sexual, alcohol, or drug & gang related pictures, wording or innuendo	Flip-flops (except for on dorm floor)

Dress Code						
✕=Required ✓=Optional	Sun. AM	Sun. PM	Wed. PM	Classroom & Chapel	Leisure	Work Time
Dress slacks	✕	✕	✕			
Tie (bring one or two)	✓					
Nice jeans				✓	✓	
Old jeans					✓	✓
Clothing with tears, holes & patches						✓
Shorts (no cutoffs)					✓	
Cotton Sweat Pants					✓	
Collared shirt (tucked in)	✕	✕	✕	✕		
Nylon sweat pants (slicks)					✓	
Cotton sweat pants					✓	
T-shirt					✓	✓
Belt	✕	✕	✕	✕		
Dark socks	✕	✕	✕			
Dress or casual shoes	✕	✕	✕			
Athletic shoes				✓	✓	
Sandals (not flip-flops)					✓	
Hats (outside)					✓	✓
Sunglasses (outside)					✓	✓

RELATIONSHIPS & COMMUNICATIONS

DIVORCED OR COMMON LAW MARRIAGE

- While at Teen Challenge, you may communicate with your legal spouse only.
- We recognize there are certain situations where divorced couples need to communicate for various reasons. See one of the Ministry Partners if this is necessary.
- Teen Challenge of the Midlands does not recognize common law marriages. Communication in these instances is not allowed.
- You may not have contact with girlfriends or fiancés.
- If you have children with a partner or former spouse, you may see your children during pre-arranged visits without the other parent present.

STUDENTS' CHILDREN VISITING

It is your responsibility to supervise your children while they are visiting. Teen Challenge staff personnel and students are not available for childcare.

Please do not bring bikes, rollerblades, skateboards, scooters, etc. Teen Challenge provides a playground, game room and other activities for families.

CO-ED RELATIONS

Women are not the enemy! That may seem obvious, but it needs to be said in light of our guidelines concerning co-ed relations. The intention here is to help you “guard your heart” as the Bible says. The problem is not the opposite sex. The Bible makes it clear that the problem is our heart. While God works on your heart, here are some guidelines to help you as you grow:

- Conversations with women other than immediate family are to be kept to a minimum. A simple greeting as you pass by is sufficient.
- If someone tries to communicate with you outside of this guideline, don’t be rude—politely withdraw yourself from the situation.
- Wisdom dictates that you not be in the same room with women other than immediate family without staff personnel present.
- In group activity, keep the conversation relevant to the activity of that group.
- At mealtime, make sure you’re not seated at a table alone, and interact with everyone at the table.
- If you are struggling with an attraction, discuss it with one of the Ministry Partners or a mentor.

VISITS & PASSES

ON & OFF-CAMPUS VISITATION GUIDELINES

- See the PACE Monitor by 8:00 pm Thursday, two weeks before you wish to have a visit to fill out the paperwork. Visit requests are returned by that next Wednesday.

Visit Request Deadline						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				Requests entered during Study Hall or PACE		
			Requests returned			
					Visit	Visit
Visit						

Visit Privileges for Students with Children grades K-12				
Length in Program	Total	In Visit	Out Visit	Weekend
	2nd Weekend	1	1	
4th Weekend	1	1	0	or 1
2nd Month	2	2	0	or 1
3rd Month to 7th Month	3	2	1	or 2 with 1 Out

Visit Privileges for all other Students				
Length in Program	Total	In Visit	Out Visit	Weekend
	2nd Weekend	0	0	
4th Weekend	1	1	0	0
2nd Month	2	2	0	0
3rd Month to 7th Month	3	2	1	or 2 with 1 Out

- IN visits are Saturday or Sunday on the property beginning at 8am and ending at 5pm.
- OUT visits are Saturday or Sunday beginning at 8am off property returning to check-in with staff by 5pm.
- All items brought into the Center must be checked by staff.
- Weekend visits begin at 5pm on Friday and end at 5pm on Sunday.
- You must receive pre-approval from the Ministry Partners each time you want to watch a movie during an out-visit or pass.
- All guests must participate in the activities in which you are involved.
- On certain occasions Teen Challenge will attend church somewhere other than our home church. When this is the case, and the church is more than one hour away from Colfax, no In-Visits or Out-Visits will be approved.
- Visits for holidays will be handled on an individual basis. You must submit a special request to one of the Ministry Partners at least two weeks in advance.
- Visitors are subject to Teen Challenge guidelines while on campus.
- Guests must leave the building when it's unoccupied. Specifically, guests must leave for Sunday church before the bus departs.
- Training Phase students may apply to take other students on Out-Visit's with them. However, all students involved must submit visit requests and not all requests are approved.
- Guests should not bring any electronics, small appliances (coffee pot, TV, VCR, radio, etc.), or animals. If you have a question regarding a specific item, please call staff personnel in advance.
- A Snack Room is available for guests with prior permission from one of the Ministry Partners. You may bring food and snacks for you and your family only. Other students may not join you or consume food and drinks without specific permission. You are to clean up after yourselves and remove leftover food and drinks. Failure to do so will result in disposal of leftover food, loss of room deposit and may lead to revocation of a future visit.

PASSES

- You are eligible for your 7-day pass (seven 24-hour periods) after satisfactorily completing the Induction Phase and receiving favorable evaluations.
- We may require a 3-day pass (three 24-hour periods) after satisfactorily completing the Training Phase and receiving favorable evaluations. Depending on how the 7-day pass went, what the student is dealing with, and family concerns, this additional pass may be available.

- Pass requests are to be completed at least one month prior to your anticipated pass date.
- Prior to applying for a pass, you must be current on all class work, and have demonstrated a cooperative attitude and desire to grow spiritually.
- If you are on probation or parole, your probation officer must submit written approval for you to leave Teen Challenge during this time.
- You are to leave and return from your pass during regular business hours.
- You will be required to submit to drug and alcohol tests as well as other drug tests upon return from your passes. Teen Challenge reserves the right to conduct random drug tests when necessary.

MAIL & PHONE CALLS

Mail and phone calls are subject to approval of staff personnel at all times. The privilege level you enjoy here is contingent on your personal growth, cooperation, attitude, and desire to grow spiritually. In addition, any relationship that has the potential to prove detrimental to your spiritual growth may be terminated.

An approved contact list for mail, phone calls and visits will be completed upon entrance. The list may include immediate family members, pastoral staff, legal contacts and up to three male Christian friends. These will be the only people with whom you may have contact while here. The list is subject to revision.

Students must use phones located on the dorm floor only; other phones are off limits without specific permission from staff.

PHONE POLICY

Phone Call Schedule								
<i>According to first letter of last name</i>								
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
First –Fourth Month One outgoing call per week.	Married students or those with children: One incoming and one outgoing call permitted with <u>different</u> callers. Single students with no children: One incoming call.	A-G	H-L		M-T	U-Z	Married students or those with children: One incoming and one outgoing call permitted with <u>different</u> callers. Single students with no children: One incoming call.	
Fifth-Seventh Month Two outgoing calls per week.		A-L	M-Z		A-L	M-Z		
		Messages will be taken for incoming calls except in emergency situations. You may return non-emergency calls at your designated time						

There will be no incoming calls on weekdays, except in emergency situations. If you receive an incoming call, a message will be taken and you can return the call at your designated phone call time. However, weekend calls will be permitted and directed to you according to guidelines detailed below. Calls are limited to 15 minutes each. Calls exceeding this limit will result in a loss of phone privileges for one week. Married students or single students with children may receive one incoming call and place one outgoing call (to different people) on Saturday and two on Sunday. Calls must be with your spouse or children only. Single students and those with no children may receive one call on Saturday and one on Sunday.

MAIL

- Staff personnel must approve all incoming and outgoing mail.
- All mail will be opened by staff personnel prior to forwarding to you.
- You may write or receive an unlimited number of letters.
- You may not sign for mail or package deliveries.
- Outgoing letters must be deposited in the classroom mailbox. Envelopes must be properly addressed, stamped, and unsealed.
- Cards and packages from those not included on your approved list will be reviewed by staff personnel.

WORK THERAPY

GENERAL GUIDELINES

Work Therapy is a significant portion of the discipleship process. Work Therapy is a series of short-term, supervised work assignments students perform during their time at Teen Challenge. During the course of this Program, Teen Challenge staff members interact with students in the process of reforming and maturing their character, overcoming sinful addictive patterns of behavior, and adopting a productive livelihood. The benefits derived by students are not compensation and in-kind benefits, but (1) awareness of sin and the need for regeneration, repentance, forgiveness, recovery, (2) freedom from reliance on controlled substances, (3) learning the value of and respect for authority, (4) developing habit patterns of regular schedule, work responsibility, and performance accountability which are foundational to being a productive and responsible citizen.

Although work assignments may provide Teen Challenge with some offsetting revenue, any contributions or other funds received are used to help cover the cost of staffing, operating the Work Therapy Program, and delivering other rehabilitating services to students.

Typical work detail includes tasks such as building maintenance, construction, yard work, food service and housekeeping.

- Hard hats will be worn on all work sites on which there is the potential for any falling objects.
- Work boots issued by Teen Challenge are required for all work details.
- Safety belts will be properly worn by students on all work projects including house-crew, kitchen-crew and other crews.
- Return tools, cleaning supplies and utensils to their proper place and clean up your work area when finished.
- See your crew leader when you finish an assigned task.
- Leaving an off-campus jobsite will result in immediate termination from Teen Challenge.
- The Bible admonishes that those who won't work, won't eat. Failure to work to your full potential may result in the loss of a meal.

SHOP

- You must have permission from staff personnel prior to using the shop and power tools.
- Hand and power tools are to be checked out from the tool room. Do not use tools that have been left out and are not assigned to you.
- You must thoroughly clean up after yourself and check in tools you've used.
- You may use the toilet in the boiler room, but MAY NOT use the other restrooms during work time.

FOOD SERVICE

MEALS

- You are expected to be present at all meals.
- Food may not be taken from the dining room unless approved by staff personnel.
- Complaining about the food may result in missing a meal.

- Promptly take your dishes to the dishwasher window when you've finished your meal.

FOOD

- The only food allowed on the dorm floor is hard candy and breath mints. Gum is not allowed.
- Food or snacks received by mail or during a visit are considered a donation and should be given to staff on duty who will store it in the kitchen.
- Beverages are not allowed on the dorm floor except water from the water cooler. Staff personnel may allow appropriate beverages for sick students.
- On special occasions, staff personnel may supervise other food or beverages in dorm area.

SOFT DRINKS AND COFFEE

- Staff personnel on duty will announce, "pop time." This is the only time you may buy and consume soft drinks.
- Soft drinks may not be stored to drink later.
- Money may be withdrawn from your account for soft drinks once a week only. You may withdraw \$4 from your account at one time.
- You need to check all money in at the same time you receive it, or when returning from a visit. You cannot keep money from yourself. You should never have over \$4 in cash on you at any given time. More than the allowed amount in possession of any student is grounds for dismissal.
- When coffee is served at mealtime, you may have one standard-size cupful.
- Energy drinks are not permitted.
- If you get beverages while on a work crew or visit, they must be disposed of prior to returning to Teen Challenge.

FASTING

- You must have permission from staff personnel on duty to fast a meal.
- You must report to that meal, stay through prayer, and clear your dishes before leaving to pray.
- See the Dean of Student Affairs if you want to go on an extended fast (more than a single meal).
- Because of health regulations, fasting is not allowed for the purpose of weight loss, and fasting of fluids is not permitted.

LEISURE & FREE TIME

RECREATION/EXERCISE

- You are expected to participate in scheduled activities unless physically unable.
- You may not place bets on any activity or game.

TV & VCR

- You must have permission from staff personnel on duty to watch videos.
- Televised sporting events are permitted with permission from staff personnel on duty. Televisions are to be shut off during all commercials.
- Only designated senior students and staff are allowed to operate VCR's, DVD players, and televisions.

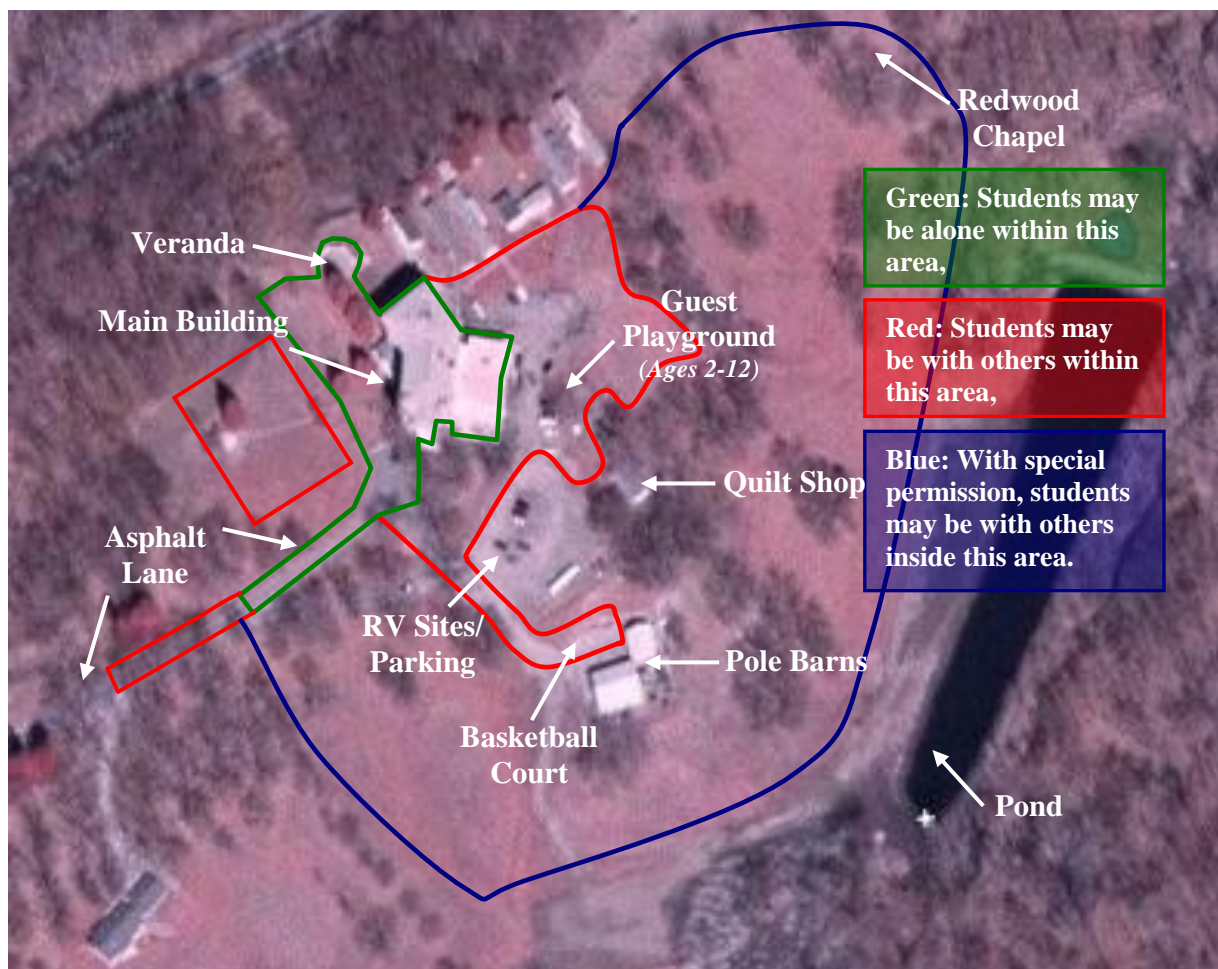
WEIGHTROOM

- The weight room is normally available Tuesday, Thursday and Saturday during free time.
- You may lift for one hour on each of these days.
- You must have an accountability partner with whom you lift.
- A spotter must be present at all times (no one is permitted in the weight room alone).

- Weights must be returned to their proper place after use.

STUDENT BOUNDARIES

- There are areas outside that are off-limits to you. Please refer to the map on the next page to understand boundaries. This is also posted on the student bulletin board.
- Playground equipment and the tree house are for children only.



MUSIC

- Do not bring tapes, CD's, videos or DVD's with you unless you intend to donate them to Teen Challenge. Do not bring secular audiotapes or CD's with you.
- Personal stereos are permitted. This must be a handheld CD player with headphones, but must not include a built-in radio.
- iPods and mp3 players are not permitted.
- Label your stereo in such a way that the identification is obvious and irremovable.
- Personal stereos may be used on the dorm floor only.
- One resource at a time may be checked out of the music library.
- The chapel sound system is off limits except to those who have permission from their advisors.

MUSICAL INSTRUMENTS

- With permission, you may bring a musical instrument to Teen Challenge; however, you may be limited in the amount of time you may play for the first several months.
- Personal instruments will be kept in the chapel.

- Secure permission from staff personnel on duty when you want to play. Consideration will be based upon the time of day, your privilege level, and what other activities are going on at the time.
- You may not play instruments belonging to others without specific permission each time.

EDUCATION

GED

If you have not received a high school diploma or GED prior to entry in Teen Challenge, you will be required to obtain a GED through weekly classes, homework assignments, and tests. The GED curriculum is taught by Teen Challenge staff personnel in partnership with Des Moines Area Community College.

ADULT LITERACY

The Adult Literacy program begins with a diagnostic test you will take upon entering the program. You will receive remedial help with reading and writing as needed.

P.A.C.E. (PERSONAL ACCELERATED CHRISTIAN EDUCATION)

Teen Challenge offers individual courses of study tailored to help you grow spiritually. These consist of a mixture of resources – videos, audio recordings, books, scripture aids, etc.

LECTURE CLASSES

All lectures utilize PowerPoint slides and handouts to facilitate learning. Students are responsible to attend lecture classes as assigned, take notes, and complete a short test. In the event that a lecture is missed due to illness, pass, or other circumstance, lectures are recorded. These may be used under the following conditions:

- Students are to attend each lecture as it's presented – live interaction with others is better than a recording.
- In case of a flunked test, you must retake the class next time it's offered.
- Recorded lectures may be checked out and viewed if you missed the lecture due to illness, pass, or other approved circumstance. See one of the Ministry Partners if you need to make up a lecture class. He'll help you obtain the appropriate recording on a weekday.
- Make-up tests will be arranged with the Education Coordinator.

CONSTRUCTION TRAINING & CARPENTRY

You may have the opportunity to receive classroom training certified by the National Center for Construction Education and Research. Designated staff personnel are certified to teach the Core Curriculum classes:

- Power & Hand Tools
- Construction Math
- Safety
- Rigging
- Blueprints

Student participants will be selected for this training by Teen Challenge staff personnel. If selected, you will be required to satisfactorily complete all classes and examinations.

LIFE AT TEEN CHALLENGE

The following section contains general things you need to know about life at Teen Challenge.

WEEKLY SCHEDULE

- There is a weekly schedule posted showing, classes, work, and activities for every student.
- Schedules are balanced to provide you with an even mix of ministry, education and work-study experience as well as adequate free time and rest.
- At various times throughout the year, we alter the schedule to accommodate special events. The best thing to remember is to be flexible.

WAKE-UP

- Wake-up time during the week is 6:00am and 7:00am on the week-ends.
- You are to get out of bed immediately.
- You must make your bed and straighten your area before leaving the dorm floor.
- Be considerate of others who may be sleeping or having personal devotions.
- You are not to leave the dorm floor while the alarm is set.
- You must come downstairs for breakfast every day, even if you're fasting.

QUIET TIME/LIGHTS OUT

- Quiet time begins 15 minutes prior to lights out. This is Bible-reading time.
- You are to be sitting up in bed during this reading time.
- You are responsible for taking care of all your business by 9:30pm Sunday through Thursday and by 10:00pm on Friday.
- At 9:45 pm (10:15 pm on Friday) you must be dressed for bed and begin your Quiet Time.
- There is no sleeping, talking, walking around, reading books or devotionals, or studying class material allowed during Quiet Time.
- Go to the restroom before lights out! You can use the restroom 30 minutes after lights-out.
- Lights will be turned off immediately following Quiet Time. There is to be no talking at this time.
- You are NOT permitted to congregate in the dressing room after lights-out.

LAUNDRY

- We suggest you identify clothing with a permanent marker.
- You are responsible for getting your laundry hamper to the laundry room and picking it up on the assigned day and time. See the bulletin board in order to know your assigned laundry day.
- Teen Challenge is not responsible for lost or damaged items.
- You might want to leave expensive or very nice clothing at home.
- If you receive someone else's clothing from the laundry room, simply return it to the owner or a staff member.

DORM RULES

- No items are to be brought onto the dorm floor without permission and inspection from staff personnel.
- Toiletries are to be stored in your hygiene bin in the dressing room. However, you may store extra hygiene supplies in the bin under your bed.
- You may have one book at a time on the dorm floor. It is to be stored in the bin under the bed only.

- There is to be nothing stored under your mattress or around the sides of it.
- You may not use other's belongings without permission of staff personnel.
- You may not trade, sell or give away personal items without permission from staff personnel.
- Periodic inspections will be made without notice.
- You may store necessary items in designated places only (under bed containers, shaving kits, study carrels). You may not store clothing or other items in your luggage.
- Backpacks, fanny packs, briefcases and duffel bags are not permitted.
- Sheets and blankets are not to be hung over bunks in such a way that they cover the bottom bunk.
- You may not open or close the windows—staff personnel will take care of this.

STUDENT MONITOR

The Student Monitor is a student who has demonstrated spiritual growth and leadership potential. The monitor is responsible to set a positive example for others by...

- Announcing wake-up at times shown on the daily schedule. He will turn the dorm lights on, and walk through the dorm area.
- The monitor holds others accountable, and is held accountable himself.
- The monitor serves meals to sick students before eating his own meal.
- The monitor will raise the American and Iowa flags after breakfast and take them down before dusk. He will also fold and store the flags properly each evening.

TEEN CHALLENGE ACTIVITIES

- You must be on time for all activities. You'll learn the system within your first couple days. Study hall, work meetings and other regularly scheduled activities will not necessarily be announced over the public address system.
- Use the restroom prior to the start of special activities. You will not be allowed to leave during an activity, except in the case of illness. Notify staff personnel on duty if this is the case.
- When activities take place outside of Teen Challenge, you must remain with the group at all times. Leaving the group without permission from staff personnel on duty will result in dismissal.

CHURCH ACTIVITIES

- You must congregate in the chapel when waiting to leave for church or other events.
- You will attend church services and other activities as a group with other Teen Challenge students. Stay with the group at all times!
- You may take a Bible, notebook, and pen to church; no other books are permitted unless they're part of a Sunday School class.
- When praying for others, do not lay hands on women.
- Do not submit written or verbal prayer requests to the church or individuals concerning financial or material needs. Speak to staff personnel about these needs.
- You may take cough drops, lozenges and breath mints to church and other special activities. Gum is not allowed.
- Staff personnel on duty will direct you to seats. Sit in the first available seat within our section—do not wait for a special place or save seats for others.
- When riding to church with others (staff personnel, out-visits, etc.), you must return in the same vehicle in which you arrived.
- Use the restroom before church and chapel services, Sunday School classes, and special events.
- Talk to one of the Ministry Partners about wives and family members attending church services where Teen Challenge will be present.

CONFIDENTIALITY

- Without your signed consent, we will not acknowledge to anyone outside of Teen Challenge whether or not you are, or ever have been enrolled.
- Teen Challenge has a policy of confidentiality pertaining to all student conversations with staff, meetings, correspondence and other internal transactions.

- Knowledge concerning students or their circumstances as a result of a relationship with a staff is considered confidential and will not be disclosed to persons or family members outside the ministry without the student's signed consent.
- Teen Challenge has a legal requirement to report all instances or confessions of child abuse or suspected child abuse to proper local authorities.
- In a life-threatening situation, we will only release pertinent medical information to those medical personnel responsible for your safety. We will inform you of this event ASAP.
- Information may be provided to Law Enforcement Officers directly relating to your commission of crime on the ministry premises or against staff, or the threat to commit such a crime.
- By order of competent jurisdiction, some information may be released without your consent.

STUDENT FINANCES

- Because Teen Challenge houses and feeds all students, 50% of any disability income will be paid to Teen Challenge while you're in the program. If you have outstanding debts, the remainder will be used to meet those obligations.
- Most of the personal care products we have at Teen Challenge have been donated and are for the use of those who wouldn't otherwise receive them. If you have funds in your student account, you are expected to purchase your own supplies rather than using these donated items.
- Do not bring checkbooks or credit cards with you.
- You may keep up to \$50 cash in your student account at one time.
- Checks sent to you will be returned. We will accept cash or money orders only.
- Money orders sent to you in the amount of \$50 or less will be cashed by Teen Challenge, and the full amount deposited into your account.
- You will be allowed to carry \$4 on your person per week for soft drinks.
- To withdraw money from your account, you must see staff on duty in advance.
- When money is withdrawn for a pass or visit, you are expected to return with receipts for your purchases. Receipts and cash must be submitted to staff on duty, who will verify these and notify one of the Ministry Partners.
- Student accounts are reconciled monthly by one of the Ministry Partners.
- Upon leaving the program, your money will be returned to you, minus outstanding repair costs for any damage done to Teen Challenge property.

PHOTOS

- Photos must be of those on your approved caller list: close family members, pastoral staff, and up to three male Christian friends (no female friends).
- Any photos in your possession (including wallets) must be approved by one of the Ministry Partners.
- Pictures taken while you are here also need to be approved by one of the Ministry Partners.

GUEST ROOM POLICY

- Teen Challenge makes overnight guest rooms available for your family and friends. Use of guest rooms must be pre-approved.
- Upon check-in, there is a \$25 deposit required for use of guest rooms.
- Criteria used to determine room eligibility is as follows:
 - ✓ Guests with two or more hours driving time from Colfax.
 - ✓ Single students with children.
- Saturday checkout time is anytime before 8pm.
- Sunday checkout time is a minimum of one hour prior to church. We leave for church anywhere between 7am and 8am, depending on our destination.
- As part of the checkout procedure, staff on duty are required to conduct a visual room inspection. If they are not able to do this prior to your departure, they will keep your room deposit and perform the inspection as soon as possible. Your deposit will be returned to you upon satisfactory completion of the inspection.

EMERGENCY PROCEDURES

For everyone's safety, Teen Challenge has emergency procedures in place in the event of fire. We schedule random fire drills throughout the calendar year to check fire detection systems as well as evacuation procedures.

- When the fire alarm sounds, you are to leave the building immediately in an orderly fashion.
- All students, staff, guests, and families must leave the building—there are no exceptions!
- Everyone is to congregate at the front of the building, near the small reflecting pond.
- Roll call will be taken to account for all students, staff, guests, and families.
- Designated staff are responsible to remain inside to investigate each alarm.
- Staff will give an all clear when it is safe to re-enter the building.

BLESSING ROOM

Any student needing items of clothing from the Blessing Room needs to see one of the Ministry Partners.

GUIDANCE & ADVICE

If you have a problem, see one of the Ministry Partners who will arrange for you to see a mentor. If it's urgent or one of the Ministry Partners aren't available, see staff on duty.

DISCIPLINE

Please remember the rules are here for your benefit. When you break these rules, problem areas in your life are brought to the surface. In order to grow from these incidents, discipline will be given when necessary. Remember that discipline is not punishment to make you miserable, but is a means by which you can overcome problem areas and grow in your Christian life. Various means of discipline may be employed in the hopes of bringing growth. These include loss of privileges, written assignments, extra work, probation, etc.

DEALING WITH CONFLICT

When there are problems with others, read and apply (in this order) Matthew 7:1-5 and Matthew 18:15-17.

STUDENT RIGHTS

You have the right to a humane and safe environment free from abuse, neglect, and exploitation. You shall not be detained against your legal consentor's will. You shall be granted dignity and personal privacy.

You have the right to give informed consent or refuse treatment or medication and to be advised of the consequences of such a decision. You have the right to know about the cost and third party coverage of treatment, including any limitations on the duration of services.

If you feel any of these rights are violated or if you feel you have been discriminated against because of race, color, national origin, physical disability or age, you should file a grievance (The grievance procedure is explained in the next section).

- Complete a Grievance Report form. Forms may be obtained from one of the Ministry Partners or staff. Assistance in completing the form will be provided upon request.
- The student or his designated representative should submit the grievance directly to one of the Ministry Partners.
- The date and time the grievance is received shall be annotated on the grievance form. The student shall receive an initial response within 72 hours (three days) following the receipt of the Grievance Report.
- An immediate investigation of the facts supporting or disproving the complaint or grievance shall be conducted.
- Upon completion of the investigation, the student shall receive a written copy of the investigation results and any action taken. The originals shall be kept in the student's file.

A Grievance Report is included on page 24.

TERMINATION

Following are guidelines related to premature departure from the program:

- If you leave the property without permission, you are immediately terminated from the program. This includes leaving a visit or jobsite away from Teen Challenge without permission.
- You must return your class notebook, library books and any other items belonging to Teen Challenge.
- Staff personnel must help you pack and accompany you to the bus station or one of the missions in Des Moines during normal business hours. Prior to departure, you need to follow the Teen Challenge rules—if you do not comply, we will call the police. We will facilitate your leaving as soon as possible during the workday, but will not necessarily rearrange schedules to make this happen.
- If a bus ticket is necessary, Teen Challenge will purchase a non-refundable ticket.
- You need to take all personal possessions with you. Teen Challenge will not be held responsible for anything left behind. Your personal belongings cannot be guaranteed by the program in regards to safety, loss or damage. If you leave, Teen Challenge is under no obligation to protect or hold your property for you, but will take reasonable measure to secure any such properties. An attempt to reclaim any left items must be within 7 days after departure. No reclamation will be considered beyond 7 days and at that time all items will become the property and responsibility of Teen Challenge. Personal belongings will not be shipped unless you leave money to cover these costs. C.O.D. mail will not be utilized.
- A one-month waiting period will go into effect before you will be considered for readmission. Readmission is not guaranteed.
- If you are readmitted, you will start the program over without credit for previous time spent at this, or any other Teen Challenge. There will be a four-week adjustment period instead of two.
- Students who leave prior to completion of the program will not be allowed to attend Teen Challenge functions or visit with staff at the center without express permission of the Director.
- You are not to speak to any student who has dropped out or been dismissed.
- You are not to have contact with students who have been terminated.

