



STUDENT HANDBOOK

REVISED

NOVEMBER 2018

PROGRAM LENGTH

A student who is in need of life change does not miraculously transform overnight. Change requires a process over time, and a student must be willing to commit to whatever time is needed in order to effect change. Although many recovery programs are much shorter in length, there are no other programs that have as great a success rate as Teen Challenge. This is due, in part, to the length of the program. Many times, students who enter the Teen Challenge program have spent years trapped in their addictions, and it requires time before they are truly ready to receive the proper tools to change.

- **Teen Challenge is a minimum of one year in length.** Depending upon circumstances, program length may be extended, but will never be shortened.
- **Teen Challenge does not accept students for less than one year.** This includes enrollments that are both voluntary and court-ordered. Although the Court may impose less than a one-year adjudication, our program has a minimum length requirement of one year. If a court-ordered student still elects to enroll in the program, he must agree to serve the entire year, or whatever time it takes for completion of the program. Teen Challenge will not provide a successful completion letter, or graduation certificate to the Court for any time less than the prescribed time for that student.
- **Completion of the program is critical to the success of the student.** Therefore, it is imperative that he is supported to this end. Family members should not allow any room for discussion of removing the student from the program before he has completed all requirements of Teen Challenge. Upon enrolling a student in Teen Challenge, family members must agree that they will not assist the student in exiting the program before completion.

FAMILY RESTORATION & PARTICIPATION

It is our belief that God is the One to bring about true and lasting change within a person's heart; it is our desire to provide a setting for each student to receive spiritual guidance. It is also our desire to see entire families become spiritually alive and healthy. Pensacola Teen Challenge is committed to provide the opportunity for families to come together to worship and establish proper Christian foundations on their households through Family Day.

We welcome family members to visit. However, all potential visitors must be approved by the Admissions Coordinator. This event has been designed to include the whole family in the process of recovery. Family Day allows a time for fellowship, education and spiritual renewal for the entire family. Family Day will create a great opportunity for family members to seek solutions and answers to the issues of addiction facing the entire family.

Eligible students will be allowed passes with their families after the Family Day service. For these visitations and passes to be granted, families **MUST** attend the Family Day service as described below. Families should understand that these passes are granted contingent upon their participation and attendance in the service.

VISITATION & PASSES

Guidelines for On-Campus Visitations and Off-Campus Passes

- Families are required to attend family training prior to any on campus visitations or off campus passes. These trainings may be attended on campus or via livestream.
- Upon arrival at Family Day, family members should first check in at the front table in the front lobby of the Family Life Center.
- Family members will be required to show IDs when checking in.
- After families have completed the check- in process, they may then go into the Family Life Center.
- Following both the family training and graduation services, if the student has an off-campus pass, then they may check out with his family. They must check in at the designated time of arrival back on campus.
- Students eligible for an on-campus visit only may not leave campus.
- The over-arching purpose of Family Day is focused on the healing and restoration process between family members. Based on this fact, Teen Challenge family members should visit only with each other as the process of healing begins by communicating openly. Please do not allow other Teen Challenge students or their family members to visit with your family for an extended amount of time. Families should remain together and work on the issues of their own family. Family members outside of your own should never offer counsel to other students.
- Students may not have visitors or phone calls at their work sites, on the campus, or rendezvous at any location other than what is allowed during approved pass times.
- A student is prohibited from communicating with boyfriends/girlfriends/fiancés.
- Visitors of the opposite sex should not mix with other Teen Challenge students and must remain with family members in public areas at all times.
- A student is not allowed to visit any person of inappropriate character or any place of questionable reputation.
- A student may not have money in his possession at any time. Family and friends are requested to refrain from giving the student cash while he is on pass. A student who is found to have money in his possession when returning to Teen Challenge is subject to discipline or dismissal.
- Animals and pets are not allowed on Teen Challenge property. When visiting Teen Challenge or your family member, please leave your pets at home.
- The student is responsible to secure their transportation and communicate to appropriate staff two weeks prior to pass.
- Students must not be late in returning from passes. Returning late may jeopardize the student's next pass or other privileges, even possibly extending program time.
- Student belongings will be searched for contraband upon returning to the Teen Challenge campus.
- Upon returning to campus, a student may not be given food items or soda for future use, as all food products are not allowed in the dormitory rooms. All items of this nature left with the student will be confiscated upon his return to campus.
- A student may not smoke, use tobacco products, or use nicotine of any sort. This includes herbal chewing tobacco, and vaping.
- A student may not use drugs or alcohol, in any form, or use the following types of medications: pain medication, sleeping pills and over-the-counter sedatives. Also, a student

- may not use other drugs that are narcotic type drugs while he is in the program. If a student is under a physician's care that feels the student must take narcotic type drugs, that student should seek a medical or psychiatric facility for assistance, as Teen Challenge is not a medical facility.
- Family members may not smoke or use tobacco products while on the Teen Challenge campus. The consumption or possession of alcohol, either before picking up the student, during the pass, or returning the student to campus, is also prohibited. Family members must be free of any type of intoxicants during the student's pass. The use of alcohol or drugs by a family member while a student is on pass with them will result in that family member losing visitation and communication privileges.
 - Every Teen Challenge student is subject to random drug testing at any time. A student may be tested when he returns from pass to ensure he has abided by all Teen Challenge policies and procedures. If a student passes the tests, there will be no discipline incurred. Failing a test can result in dismissal from the program.
 - Failure by family members to respect these policies could result in loss of all future passes or dismissal of the students.
 - Personal items for students are not allowed without prior approval from staff and must be brought to staff upon arrival.
 - Families are required to attend both the family training and graduation service.
 - If families desire, they may pick up lunch off of campus and bring it back to the campus to share with their family only. Students may not leave the campus.
 - Families will be allowed an off-campus visitation on Family Day for students enrolled over 90 days and who meet the qualifications for pass.
 - Families should remain together and work on their relationships and should not become involved in other families' situations.
 - Any disciplinary write-up a student receives may result in student losing a pass.

Family Visitation Clothing Restrictions

- All persons coming on to the Teen Challenge campus must be properly clothed at all times. Family members, friends and guests should adhere to these clothing policies. Failure to heed these policies will result in a staff member requesting that you dress appropriately for the campus, or to leave the campus.
- Family members, approved visitors, should never come onto the campus wearing inappropriate clothing.
- Examples of inappropriate clothing are, but not limited to:
 - See-through garments
 - Tight fitting garments or garments that are revealing
 - Shorts/ Skirts worn 2" above knee length
 - Tank tops and crop tops
 - Shirts or blouses which reveal the navel or midriff
 - Garments that allow undergarments to be seen
 - Garments with inappropriate themes or words
 - Jewelry with symbols we deem are inappropriate
 - Any type of piercing we deem inappropriate

- Male family members and guests should also be aware of their dress code.
- Examples of inappropriate clothing are, but not limited to:
 - Tank tops
 - T-shirts with inappropriate themes or shirts which advertise alcohol, cigarettes, bars or full/partial nudity
 - Any pants style that reveals undergarments
 - Jewelry with symbols we deem are inappropriate
 - Any type of piercing we deem inappropriate.

Approved Visitation Areas

- For the safety and well-being of everyone during Family Day, Teen Challenge must require that all family members remain in the designated areas. All other dorms and buildings are off-limits.
- During visitation, and to ensure that children do not get separated from their families, all children must be supervised at all times by their adult family member. Failure to follow these rules may result in visitation restrictions or other loss of privileges. Teen Challenge will not be held responsible for any incident that may occur with children of any age.

Preparation for On-Campus Visitations & Off-Campus Passes

Family Day is conducted on the last Sunday of each month, the months of November and December may be scheduled on a different Sunday.

- A notification email will be sent out every month detailing all Family Day events and to confirm the attendance of the family. A link to register all family members is included in this monthly email.
- Family members are required to submit his online form naming all individuals who desire to attend Family Day.
- Visitation will be denied if requests are not submitted by the deadline given.
- Visitation is limited to those family members approved in the initial admissions process. The family members approved are usually, but not limited to spouses, parents, step-parents, grandparents, siblings and children (of the students) only.
- It is mandatory for families to attend 3 classes, live or via livestream on our website to be eligible to take your loved one on an off-campus pass

Timeline for On-Campus Visitations & Off-Campus Passes

- 1st month - 4 hour on-campus visitation
- 2nd month - 4 hour on-campus visitation
- 3rd month (90-Days) - 4 hour off-campus visitation
- 4th month (120-Days) - 8 hour off-campus pass
- 5th month - 8 hour off-campus pass
- 6th month - 8 hour off-campus pass
- 7th month - 8 hour off-campus pass
- 8th month - 8 hour off-campus pass
- 9th month - 3 day off-campus pass (Sunday to Wednesday)
- 10th month - 8 hour off-campus pass
- 11th month - 5 day off-campus pass (Sunday to Friday)
- 12th month - Graduation

On Campus Visitations: 12:30 PM- 4:30 PM

4 Hour Pass: Depart: 12:30 PM- Return: 4:30 PM

8 Hour Passes: Depart: 12:30 PM- Return: 8:30 PM

3 Day & 5 Day: Return time: 5:00 PM

***This New Pass Schedule Begins For Students Enrolled After 12/1/2018**

***Pass Return Times Start Immediately**

Family Day Schedule

- 8:20 AM – 8:50 AM – Window set for family arrival; please do not be early or late
 - 9:00 AM – 10:00 AM – Boundaries Family Training; families only
 - 9:00 AM – 10:00 AM – Marriage and Family Training Class; Student and Spouse Only
 - 10:00 AM – 10:30 AM – Break; students are united with families
 - 10:30 AM – 12:00 PM – Graduation Celebration; families and students sit together
 - 12:30 PM – 4:30 PM – On Campus Visitations
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GRADUATION

Our Graduation ceremony is a celebration of the families' recovery and reconciliation; the recognition of student and family completion of all requirements of the Teen Challenge program, (e.g. vocational, mentoring, ministerial and educational). Each month we honor the students that have achieved benchmarks within the program, personal milestones in character and family participation in preparation for the next stages in life. Lastly, Graduation signifies that a student is fully prepared to become a productive member of society. At this monthly service, we will celebrate not just the students' accomplishments, but also the entire family's commitment to recovery and reconciliation to Christ.

COMMUNICATION PROCEDURES

These communication procedures (mail, phone, on-campus visits, off-campus passes) have been carefully planned and designed to best benefit the program to intentionally ensure hope and healing for the entire family, for this reason families should not make requests for special privileges, or to change the Student Correspondence List.

Mail

- Students will only be allowed to write family members on their Correspondence List.
- All mail incoming and outgoing is read and screened by staff for proper subject matter, language, and themes. All incoming mail is screened by staff for contraband and inappropriate content.
- Any letters found to have foul or vulgar language; inappropriate content or themes that are questionable in nature will be marked return to sender and will not be given to the student.
- Any package or letter that contains inappropriate or illegal contraband will be turned over to proper legal authorities.
- Incoming/Outgoing mail is only allowed from those relationships approved on the student's correspondence list.
- Money should never be included in mail intended for students. Any unexplained funds will be placed in the Teen Challenge Operational Fund.

Mail should be addressed to the student as follows:

Pensacola Teen Challenge
Attn: (Student's name & either Men's or Women's Center)
PO BOX 36480
Pensacola, FL 32516

- All money sent in should be made out to Teen Challenge and the purpose of the money should be listed on the memo line of the check.
- Students are to put outgoing mail in an unsealed envelope and is to be turned into their mentor for screening and mailing. Staff reviews all out-going and incoming mail, and inappropriate mail will be destroyed.

Telephone Calls

- Students in their orientation segment of the first 14 days, will not be allowed phone call privileges.
- Families can have update calls (5-minute maximum) from their student's mentor. These calls will cease after students begin to receive their phone call privileges.
- Student are allowed 10 min phone calls; they will occur once per week.
- Outgoing phone calls are only allowed from those relationships approved on the student's correspondence list.
- Communication with a girlfriend and/or fiancé is strictly prohibited.
- Telephone calls are a privilege and may be restricted as a part of disciplinary action.
- Students cannot receive incoming phone calls.

- All phone calls are monitored.
- Each student has an assigned time and day(s) to place his/her phone call(s).
- If a student makes a call during the day or at any other time apart from his assigned time(s), that phone call must first be approved by his/her mentor.
- If a student makes telephone calls at any time or at any place without permission, please contact your students' mentor.

MENTORING

- All students will be assigned a personal mentor. Mentors are staff members that come alongside the student to walk with them on this journey through Teen Challenge. A mentor is there to show support and confidence in the student, as well as exemplify the Christ Life. They are committed to helping the students achieve their goals, and see them through to a positive life change.
- Students will have one on one time with their mentors. This provides space for personal relationship and trust to grow, so that necessary healing can take place.
- The mentor will be the contact person responsible for all legal, medical, and dental affairs.
- Families should direct all calls and communications regarding their student to the mentor; including family day, passes, and visitation.

EDUCATION PROGRAM

Purpose

The Educational Program of Teen Challenge pledges to broaden knowledge, build character and exemplify the Christian lifestyle to every student through Christ-centered teaching and mentoring, personalized studies and practical application.

Classroom Protocol

- Students must be dressed in a tucked in collared shirt, slacks and/or nice jeans.
- A record of attendance will be taken every day.
- All students are expected to be on time for every class session.
- Prepare yourself to be early.
- Before coming to class, a student must be properly groomed. Their clothes must be neat and pressed and hair and body must be clean. Students should make use of the bathroom and water fountain prior to class.
- Students should always bring books, pencils, pens, paper, notebook and Bible to class. Teen Challenge will provide training books and educational material.
- During class students must sit up straight, keep both feet under their desk/table, and keep their shoes on at all times. When the teacher announces class is over and students are dismissed, leave quietly.
- If a student has any questions or needs assistance, they should raise their hand and remain seated. The teacher will respond as soon as possible. Do not call out or make noises to get the teacher's attention.
- Unnecessary noise is very distracting. Students should be very respectful to other students. Enter and exit the classroom in an orderly and quiet manner.

- Students must not talk or pass notes during class. There is to be no talking or any form of communication in class without the teacher's permission.
- Students will not be excused from class except under extreme circumstances.
- Students may not do discipline assignments during class.

Breaks

- Students will break at scheduled times.
- Please do not ask if break is in session, teacher will announce.
- All students should be seated in designated areas at the time break is over.
- Please use break wisely by visiting restroom, water fountain, and addressing any issues with other students or staff members.

Group Studies for New Christians (GSNC)



- When attending a group teaching, student should all sit together.
- Keep chairs neatly around tables.
- If student is arriving late to class, he should find a seat at the main table: not on the outskirts.
- Be considerate of your teacher, pastor & fellow students by keeping with:
 - No idle chatter.
 - Raise hand before shouting out comments or questions.
 - Do not talk while teacher or another student is talking.
 - No restroom or water breaks will be allowed once class is in session.
 - Do not get up during class.
 - Do not work on written studies, disciplines, or any other assignments.
 - Study guides for induction group studies should be completed by testing date.
 - Completed Study Guides will be required in order to take final test. A score of 80% or better on the final test is required to pass any GSNC class. Students who score less than 80% will be given (3) days of Academic Assistance and then retested.
 - Academic probation consists of students being in the class room during Recreation time studying for their test.
 - Students who don't complete their study guides in time won't be dismissed with the rest of the class on testing day; being required to finish. Testing will be rescheduled for student at a later time.
 - Student will not move from Induction to Discipleship Training until all GSNC Study Guides and Personal Contracts are completed.

Personal Studies for New Christians (PSNC)



- Each contract will include a projected completion date of one month.
- All completion dates are expected to be met before further studies are issued; times to work on personal contracts will be regimented.
- Personal Contracts are to be worked on within the daily timeframe scheduled.
- Memorization scriptures and character quality definitions should be met throughout contract and not saved for the end.
- Teacher will help students stay on task with every aspect of the contract.

- All induction students will need to complete 4 personal contracts before attending Discipleship Training studies and classes.
- In addition to all induction studies all assigned work in Discipleship Training must be completed prior to graduation.

Student Studies Area

- Should be neat at all times.
- Trash should not be left on floor, tables, or PSNC carrolls.
- Do not leave from table without straightening books, assignments, papers, and writing utensils. This will keep a standard of excellence in our chapel.
- Always place chair tightly to the table before leaving.
- During regular class times, students are to work only on designated assignments. Writing letters, drawing pictures, disciplines, and working on projects unrelated to the classroom is not permitted.
- Students are permitted to have two bibles, one dictionary, one concordance, one devotional, and assigned classroom materials only.

Books and Educational Resources

- If a student uses a book, it should be returned promptly.
- Do not horde books in your room
- Students desiring to use different bible translations, concordances, or other study helps, should ask permission from teacher.
- Certain books of special quality will be assigned with particular studies. These books will be checked out and in with due dates. Each student assigned to a particular book will be responsible for the book until it is returned in good condition.
- All books should be Biblically based.
- Christian fiction books are not allowed, unless approved by Program Manager.

GENERAL WORK EXPERIENCE PROGRAM

The General Work Experience Program (GWEP) at Teen Challenge is a work related occupational activity that serves as an instructional method in a vocational experience. This program is to help the student to develop a strong work ethic, self-discipline, achieve identity, self-esteem, while taking an active role in one's own recovery. It will also teach our Teen Challenge Students how to be responsible, productive, and develop personal dignity about work and others. In the GWEP, the work-site becomes the classroom & will effectively motivate one so as to acquire much needed skills & work ethic.

Workplace Protocol

- Our purpose for being on the job is to complete our contractual agreement with excellence and in a timely manner. No horseplay, recreation, or use of vocational partners' property or facilities for personal enjoyment is permitted.
- The good relationship we have with our vocational partners is the good job we do. Students are not to develop personal relationships with individuals employed by or a volunteer of any of the vocational partners Teen Challenge works for. Students should always be courteous while remaining focused on their work.
- Any changes in assigned responsibilities should be cleared through the Vocational Department of Teen Challenge.
- Please keep interactions w/ our vocational partners to business purposes only.
- Please refrain from giving your personal phone or addresses to anyone on work sites.
- Refrain from speaking to the opposite sex unless with accountability.
- Speaking to any student from the women's center is strictly prohibited.
- Please do not ask for food or drinks. If food is offered as a donation to Teen Challenge the food must be brought back to the Teen Challenge campus.
- Any tips received should be turned into staff as soon as you return to campus.
- No adjustments to the contractual agreement should be made.
- Our GWEP is designed to develop and promote understanding for job success through supervised work experience. Our GWEP is designed for students with life-controlling problems and behaviors. This program is coordinated by concerned staff that is acquainted with the student's needs.
- This component is an integral part of the discipleship program; students do not work for personal wages.
- In the GWEP the work site effectively becomes the classroom. The GWEP is a vital part of the overall program, ministry, and educational process at Teen Challenge.
- Any invitations to meetings should be cleared through the Teen Challenge Administration office

CAMPUS & GENERAL GUIDELINES

Any violation of campus guidelines could result in discipline or dismissal.

- Teen Challenge is a non-smoking facility. Smoking on or near our campus is prohibited.
- A student may not smoke, use tobacco products, use alcohol, drugs (including all new synthetic or herbal forms), or use the following types of medications: pain medication, sleeping pills and sedatives. Also, a student may not use other drugs that are narcotic type drugs while they are in the program. If a student is under a physician's care that feels the student must take narcotic type drugs, that student should seek a medical or psychiatric facility for assistance, as Teen Challenge is not a medical facility.
- No sleep aid medications including over the counter (PM Medications) are allow. Only melatonin is permitted.
- No cursing, negative joking or jesting.

- Students must show respect to all mentors, teachers, and staff at all times.
- Fighting, stealing or threatening any staff member or student is grounds for immediate dismissal.
- When in need, always go to a mentor first. Find a staff member who is on duty and do not approach those who are off duty, except in an emergency.
- Students will be dismissed for possession or use of drugs.
- Students will not talk about street life war stories, drugs, or use street slang,
- Teachers and mentors grade students in academic areas.
- Spiritual growth, work conduct, and attitudes will all be considered as progress toward completion of the program.
- All business affairs should be settled before coming into Teen Challenge. This includes major medical and dental appointments and court appearances.
- Students are to be on time for chapel, classes, meals, and work duties.
- Students are required to attend all Teen Challenge events and participate in all work duties and recreational programs.
- Students are not allowed to leave class, chapel or outside church services without special permission from a mentor, intern, or staff.
- While on campus, students must wear their assigned nametags provided to them at check-in, at all times, while they are outside the dorms.
- Students may not talk, chew gum, eat candy, pass notes and write letters or sleep during chapel, class, choir, church, or study hall, or other Teen Challenge events.
- Students are to put outgoing mail in an unsealed envelope and is to be turned into their mentor for screening and mailing. Staff reviews all out-going and incoming mail, and inappropriate mail will be destroyed.
- Students are not allowed to have personal vehicles on Teen Challenge property. All iPods, Mp3 players, headphones, radios, cell phones, computers, and other electronic devices are also prohibited excluding a personal alarm clock.
- All new students will be in an acclimation period for their first 30 days of the program. During this time, they are not allowed to use the workout equipment or use musical equipment.
- The Teen Challenge office hours are Monday through Friday: 9:00am to 5:00pm. If any student wants to leave the program or is dismissed after the office is closed, whatever monies are in their personal account will be mailed to the individual, or whoever provided the financial resources. **If full payment of tuition fees are not current, student account monies including commissary funds will be forfeited to pay those delinquent fees.**
- If a student is dismissed or wants to leave, all personal property that was taken during intake will only be given Monday through Friday: 9:00am to 5:00pm.

Campus Parameters

- Leaving campus at any time without permission is a dismissible offense.
- Students may not go beyond Designated Boundaries. Outside the gates and in the woods are out of bounds.
- Students may not talk to anyone that is not in the program. Our community standing is absolutely crucial to the ministry's success and we cannot afford any bad relations with the community.
- Students may not be in the wood shop, laser room, field, woods, weight pile, or outside the gates after dark.

Quiet Time and Lights Out

- Quiet time is 9:30PM or one half hour before lights out. Students must be ready for bed before quiet time.
- Students are to be quietly reading their bible, or sleeping during quiet time. No student is to be outside their room, even for the bathroom during 9:30pm-10:00pm
- Lights out is 10:00 PM Sunday through Friday, Saturday at 11pm, unless otherwise specified by staff. No talking during quiet time and after lights out.
- All showers are to be taken after your daily job assignment after 4pm.
- No showers are to be taken in the mornings.

Work Crews

- Do not take anything from the work crew sites.
- Do not talk excessively to TC staff member or job contract staff members or the opposite sex.
- Do not engage in conversation about potential employment; refer to TC staff member.
- It is required that you do all the work assigned to your specific job. Failure to do so can result in disciplinary action.
- You must listen to your crew leader and be obedient to their instruction.
- All "on campus" rules and dress code apply at "off campus" work sites.
- Getting fired from a job assignment can result in disciplinary action.

Recreation

- Volleyball, basketball and softball may be played during free time, unless you are on discipline.
- (Men's Center) Throwing balls is only permissible on the field or on the grass.
- Board games are allowed during free time, and in the dining room/classroom only.
- (Men's Center) The weight pile may be used during free time, and at 5:00am to 6:00pm. Please turn the lights off when finished.
- There will be a 30 day waiting period before weight pile may be used.
- (Women's Center) Exercise equipment may only be used during scheduled times or free time.

Instruments, and Sound Equipment

- Sound equipment in the chapel is only to be operated by a staff member or an approved student, during scheduled times.
- Praise and worship music is the only music allowed to be played.
- All musical instruments are to be stored in the FLC sound room. No instruments may be played or stored in the dormitory areas.
- Don't use another student's musical instrument w/o prior consent of the owner.
- Acoustic guitars may be played outside during free time.
- Musical instruments are only allowed to be played in the chapel or outside during free time or during scheduled practice times.
- Playing instruments are a privilege, all discipline students are prohibited from playing instruments until assigned discipline is completed.
- Staff approval must be given to play instruments.
- There will be a 30 day waiting period before playing personal instruments.
- There is a 60 day evaluation period for all students who are interested in joining the worship team and/or rally team. During this evaluation period, the student must show spiritual growth and good character in order to be considered a team member.

Dorms

- When you get up in the morning you may not lie down again until after dinner. If you are on discipline or behind in your class work, you may not lie down until quiet time begins at 9:30.
- All students must be out of bed within 5 minutes of lights coming on in the morning.
- Sundays: All students may lie down after church.
- You are responsible for the cleanliness of your room or area.
- Students may not sell to, lend to, trade, gamble or borrow from other students or staff. Giving is allowed if approved by a staff member.
- Students are not allowed to go through another student's belongings or be in another student's room at any time- they must remain in their assigned room or area only.
- There will be no standing/walking in the dorm in boxer shorts or underwear, this includes coming and going to the shower, shirts and shorts must be worn. (Women's Center) Students must wear pajama bottoms and tops while in dorm.
- (Men's Center) All student fellowship should be done in student lobby areas or outside.
- Families may not visit in dorms/or dorm rooms.
- Students are not allowed to take food and drinks into the dorms. Food, as well as cups, plates, and utensils, should never be taken out of the cafeteria. Gum is strictly prohibited on campus at any time.
- Only one clear water bottle is allowed in the dorms. It may only include water.
- Your bed must be made every day as soon as you wake up.
- The sheets and blanket are to be wrinkle free.
- The pillow must be at the head of the bed and tucked under the comforter. If you have a second pillow it must be stored on top of the closet.
- Students are responsible for the cleanliness of their room and bed area. A student's bed must be made before coming to breakfast, the floors must be swept or vacuumed daily, garbage must be emptied, clothes and towels must be hung neatly on hangers, and furniture must be dusted.
- Clothes are to be hung neatly on hangers; one article of clothing per hanger.
- Towels are to be hung on a hanger only, not on the clothing bar, or on your bed.
- (Men's Center) The max. number of hangers allowed for clothing is 15, and 1 for your towel. .
- (Men's Center) Shoes are to be in your closet area in the shoe rack, and no more than 5 pairs of shoes total, which includes the pair you have on.
- Only one pair of shower shoes are allowed. (Not included in your 5 pairs)
- (Women's Center) Shoes are to be placed neatly under your bed
- You must keep your clothes and undergarments folded neatly in your dresser.
- (Men's Center) Only 1 picture frame, 1 alarm clock and your bible may be kept on the dresser or the night stand.
- You may not open windows or blinds without staff permission.
- (Men's Center) AC is to be set no lower than 70 degrees, Heat is to be set no higher than 68 degrees in the dorm rooms. Do not leave the AC or Heat on when you leave the room.
- Student dorm doors must be kept open while not being occupied
- Turn off A/C and or Heater, Lights when leaving your room.
- Do not put your feet on any furniture or sit on chair arms, sofa backs, counters, or anywhere that is not specifically made for seating.
- Keep chair legs on the floor at all times.
- Room inspections may be performed every day.

Dorm Lobby's

- Must be kept clean, neat and organized at all times.
- Only wholesome and edifying talk will be tolerated.

CANDY

- Only individually wrapped hard candy is allowed.
- All candy with gum is prohibited.
- All candy with a stick is prohibited. (Suckers/Blow Pops/ Dum Dums etc.)
- All soft candy including chocolate is prohibited in the student's possessions except when purchased during commissary.
- No Food or Drink Items Purchased from commissary are to be kept in the dorms.

House Rules

- If a student leaves a personal item lying around at any time, it may be confiscated.
- Any Teen Challenge property that is damaged by a student may have to be replaced at the student's and or family's expense.
- Students are not allowed to horseplay! Students should keep their hands to themselves.
- Student's aren't allowed on the following properties:
 - (Men's Center) Students are not allowed behind the Job Training Building after dark unless you have staff permission.
 - Students are not allowed in the woods, pavilion, field, woodshop, laser room, weight pile after dark.

Dress Code

- (Men's Center) Socks and shoes must be worn at all times. Flip flops and slippers are dorm wear only.
- (Women's Center) Shoes must be worn at all times.
- (Men's Center) Attire for TC chapel, and other offsite outings excluding Sunday Church, is a collared shirt, closed toe shoes and slacks; not jeans.
- (Women's Center) Attire for chapel and other offsite outings is a class shirt, flats or sandals w/ back, black or khaki pants; not jeans.
- (Men's Center) No body piercings or excessive jewelry is to be worn.
- (Women's Center) Piercings-Two bottom holes in ears only.
- Students must keep their clothes clean and ironed.
- If you do not have adequate clothing, shoes, or a belt, talk to your mentor about getting clothes.
- Pants should be pulled up far enough that underwear does not show.
- Tank tops are not permitted at any time.
- (Men's Center) No tank tops are allowed, only half sleeve shirts are allowed during recreation and in recreation area only. No tank tops allowed.
- (Men's Center) Shirts are to be tucked in during class, chapel, Sunday Church, and off campus events.
- (Men's Center) White shirts with ties and black dress slacks are required for Sunday morning services. **Phase 2** students may choose the color of their button down dress shirt, tie and dress pants.
- No hats allowed to be worn within buildings aside from the dormitories, kitchen (crew only), and woodshop/laser shop.

- Hats must be worn bill forward.
- Hats are not allowed in FLC or admin buildings.

Personal Hygiene

- A student should keep themselves clean and neat at all times. They should never go to bed dirty.
- At the scheduled time, students should shower daily after 4pm and spend no more than a total of ten (10) minutes in the bathroom: five (5) minutes in the shower and five (5) minutes getting dressed.
- Students should brush their teeth after every meal, and wear deodorant. Male students must shave every morning before breakfast.
- A student should pick up after themselves (i.e. clothing, shampoo, bathroom and shower items, etc.). Do not leave hair in shower, sink, or bathroom floor.

Kitchen/Dining

- At all meals students are expected to come neatly groomed.
- All food served in the dining room must not be taken or eaten outside of the dining room.
- Do not take more food than you can eat.
- All food served must be eaten in the designated dining areas, never in the chapel, dorm, or outside.
- The Program Manager must approve any fasting at least one day in advance. Mandatory fasting is not required at any time.
- Before each meal all students on campus must be lined up. Prayer will be said before the serving of any food.
- Conversation is allowed in the dining area but do no yelling or loud noise making.
- If a student is on bed rest, the only food at every meal they will receive is soup and bread. Student must remain in their room; all meals will be brought to them.
- Only students assigned to work in the kitchen are to be in the kitchen unless given permission by staff on duty only.
- (Women's Center) Only students assigned to cook and/or clean-up are permitted to be in the kitchen; unless given permission by staff.

Medical/Bed Rest/ Dental & Doctor Appointments

- If you are injured please let an intern or staff know immediately so they may take the appropriate action. Any serious injury, medical issue, or suicidal threats, an ambulance may be called.
- Students who feel sick and are needing bed rest, it must be approved by a on duty staff member only. Students must get up and attend devotion before asking permission from a staff member,.
- If a student is in need of a doctor or dental visit, it must be requested through the assigned mentor. All costs accumulated are at the expense of the student, and is not the responsibility of Teen Challenge.

Commissary

- A student is not to have money on them at any time. Personal funds will be kept in a student account in the administrative office. A check for commissary funds should be written separately from all other funds, and be made payable to Teen Challenge. Please post the student's name and the word "Commissary" on the memo line for proper credit.
- If a student is not up to date in full tuition payments, sent in commissary funds will be deducted by 50% to help pay for the students tuition.
- Commissary is only on Saturday and Sundays. Commissary is a privilege.
- Students on any kind of discipline are not allowed to have commissary. Other students are not

to purchase commissary for a student who is on discipline, this will result in discipline.

- Commissary has a \$10 limit on food/drinks, and a 2 item limit of any item.
- If you overspend your account balance, you will lose your commissary privilege indefinitely.
- All food/drink purchases must be consumed immediately after purchase. Items can be taken to the dorms for consumption or storage.

Offices and Staff Housing

- Students may not enter any office w/o prior approval.
- Students are not allowed in staff/intern/ re-entry housing at any time. . Do not knock on staff housing door, unless it is an emergency.
- Knock on staff office door before entering.
- Students should fill out the student request forms to request a meeting with a staff member.

Van Rules

- No eating or drinking of any kind is allowed in the van. Any trash that accumulates in the van should be picked up daily.
- Vans are to be vacuumed daily upon arrival home from work assignment.
- Students should keep the radio on approved Christian stations and listen to the wholesome and encouraging music. No secular music is to be played in Teen Challenge vehicles. No CD's are allowed in the vans.
- Students should attempt to take care of Teen Challenge property including the vehicle fleet. Refrain from leaning on the dash or armrests.
- Students must wear seat belts at all times.
- Students are not allowed to yell out the windows, communicate with or make facial or hand gestures to other people or passing vehicles.
- If a student damages or steals a Teen Challenge vehicle, Teen Challenge may prosecute that student to the fullest extent of the law
- Van drivers are responsible for the atmosphere and cleanliness of the vans.

Daily Devotionals

- Students will attend daily devotions, chapel services, classes, prayer time.
- Students are expected to be on time, seated, and quiet.
- (Women's Center) While in devotions, you may read your Bible or devotional only. No other material (with the exception of your personal journal) is permitted.
- Working on any other work whether it is class or discipline work is not allowed.
- Students are not allowed to use the bathroom or get a drink during devotion.

Chapel and Prayer Time

- No food, beverages or candy will be allowed in the chapel.
- Students must have their Bible in their possession.
- Students may not talk, pass notes, write notes, write letters, or sleep during chapel or class.
- Laying down on the stage is not permitted in prayer, worship, or at any time.
- Students will not leave class/chapel w/o permission from a staff member or intern.
- During chapel services, do not interrupt the speaker. Hold all questions until after the service, unless the speaker specifies that he or she is open to receiving questions.
- Give the speaker your undivided attention.
- Do not read books while the speaker is speaking.

- Do not talk or whisper.
- Sit up straight.
- Do not get addresses from or give addresses to the chapel speaker or participants.
- Use bathroom before or after; not during.
- Be on time.
- Remember that this is God's house, so please conduct yourself accordingly.

Church and Outside Meetings (aside from Rallies)

- On Sunday morning, students are to be ready to leave for church at the scheduled time. Students should make use of the bathroom facilities and water fountain prior to departing to church.
- Students should wear proper clothing to church, and be completely dressed with proper attire before walking out the door.
- (Men's Center) All students must attend a church meeting at 7am every Sunday morning.
- Bring your Bible, notepad and pen to every service.
- (Men's Center) **Sunday morning Church** acceptable clothing is white shirts with ties and black dress slack.. **Phase 2** students may choose the color of their button down dress shirt, tie and dress pants.
- Once at the church, you are to go quietly into the sanctuary. Going to the bathroom or getting drinks is not allowed; do not ask staff member to do so.
- All students should enter the church in line, they should sit down in a row, filling every seat until the row is full. Students should not turn around and talk to anyone behind them, or put their arms on the back of the chair or pew next to them.
- Students will sit together as a group with a staff person.
- Do not talk to members of the opposite sex under any circumstances.
- When the service is over, please stay seated and wait on direction from a staff member. When instructed, proceed promptly to the van.
- Students should not ask for or give addresses to or from a church speaker or participants or spectators, in addition students must not talk to members of the opposite sex or have eye contact with them.
- Do not raise your hand as a first-time visitor or to receive info or gifts from the church.
- Students must complete a sermon note worksheet at every TC Chapel and Sunday church outing.
- All baptisms must be performed within Teen Challenge, or you may wait until graduation to be baptized by your person of preference.

Laundry

- No one is allowed to do laundry except for the assigned laundry worker.
- (Men's Center) Laundry is to be done on your assigned laundry day only.
- (Women's Center) No one is allowed in laundry room for any reason except for assigned laundry workers.
- (Women's Center) Tuesday and Thursday will be community wash days; work shirts are the only articles of clothing permitted in these loads.

STUDENT DISCIPLINE PROCEDURES

Teen Challenge is a program of strong ethics and strict discipline. We understand that both of these

things can at times be hard, but know that they both help make people strong and build character. These guidelines were agreed and signed upon the student's entry into the Teen Challenge Program.
(Student Entry Agreement & Agreement of Student Orientation Rules)

- Inappropriate behavior, which may include the breaking of written rules or policies or failure to take direction from staff, will result in disciplinary action.
- Disciplines may include writing projects, the loss of privileges, extra work duties, loss of passes and other privileges, added time to the program or other disciplinary action as needed.

Disciplinary Action

- Non-compliance with any of these rules may result in a disciplinary action. Staff will decide any action taken. Student's status and program history will be the basis of any disciplinary actions specified.
- Failure to comply with disciplinary procedures may result in dismissal.
- Severe or repeated inappropriate behavior can result in dismissal.

PROCEDURE FOR DEPARTING STUDENTS

Students deciding to leave during business hours:

- Will be processed between 9:00am - 5:00pm, Monday - Friday.
- Are requested to contact their family to communicate that they are leaving.
- Will have a family member or designee contacted by Teen Challenge to inform them of the student's decision to leaving the program.
- Will be transported by PTC to the Bus Station, Air Terminal or Local Shelter.
- You are required to take all of their belongings at the time of departure, and will not send them at a later time. Any item left behind becomes the property of Teen Challenge.
- The Teen Challenge office hours are Monday through Friday: 9:00am to 5:00pm. If any student wants to leave the program or is dismissed after the office is closed, whatever monies are in their personal account will be mailed to the individual, or whoever provided the financial resources. **If full payment of tuition fees are not current, student account monies including commissary funds will be forfeited to pay those delinquent fees.**
- If a student is dismissed or wants to leave, all personal property that was taken during intake will only be given Monday through Friday: 9:00am to 5:00pm.

Students deciding to leave after business hours:

- Are requested to contact their family to communicate that they are leaving.
- Will have a family member or designee contacted by Teen Challenge to inform them of the student's decision to leave the program. Teen Challenge chooses to communicate at the time of the departure when possible, but no later than the next business day.
- Who are uncooperative, will be asked to pack their belongings and depart the campus immediately. They will be responsible for their own transportation.
- Are required to take all of their belongings at the time of departure. We will not send them at a later time. Any item left behind becomes the property of Teen Challenge.
- The Teen Challenge office hours are Monday through Friday: 9:00am to 5:00pm. If any student wants to leave the program or is dismissed after the office is closed, whatever monies are in their personal account will be mailed to the individual, or whoever provided the financial resources. **If full payment of tuition fees are not current, student account monies including commissary funds will be forfeited to pay those delinquent fees.**

Students refusing to leave

Any student refusing to leave the premises when dismissed will be removed by the local Sheriff. If a student returns to any building, including the Administration Building without an appointment, he will be considered trespassing. Teen Challenge is NOT responsible for, nor will we replace, any missing or damaged items belonging to the student. If they do not carry their belongings with them at departure, and all items will become the property of Teen Challenge. Teen Challenge makes every effort to accommodate a student's departure during office hours.

ADDENDUM

The Teen Challenge Student & Family Handbook, rules and guidelines therein, are adhered to and enforced by Teen Challenge Staff. However, these rules do not limit staff in certain circumstances from making exceptions or the Executive Director from making general changes. The Executive Director may revise this handbook at any time. Please note that revised versions of this handbook make all previous versions obsolete.

STUDENT RIGHTS

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

You have the right to a safe environment in which to grow and mature in Christ when you enter Teen Challenge. You may file a grievance if you feel that your rights have been violated by being subjected to inappropriate behavior such as physical, verbal or sexual abused by another student, staff or volunteer. Such complaints and grievances shall be filed by using the following procedures.

Write out your grievance or complaint on paper within 24 hours of the incident indicating all the circumstances relevant to the complaint. (Students who cannot read or write are entitled to have an individual assist them in the process.) Hand the complaint to the staff in charge where they will put it in Executive Director, the Associate Director or designee for review. You will be able to meet with the Director or designee at some point in the investigative process to discuss the details of the complaint or grievance. This investigative process shall take place within 24 hours on weekdays and within 72 hours on weekends. Any action required on the complaint or grievance will be addressed within seven days of staff notification.



Contact Information

Pensacola Administration Office

Mailing Address: P.O. Box 36480 Pensacola, FL 32516

Phone: 850.453.4300 Fax: 850.453.4308

Email: info.pensacola@teenchallenge.cc

Website: www.teenchallengepensacola.org

Facebook: <https://www.facebook.com/teenchallengepensacola/>

Pensacola Men's Center

8600 US 98 Pensacola, FL 32506

Phone: 850.453.4300 Fax: 850.453.4308

Pensacola Women's Center

7215 Pine Forest Road Pensacola, FL 32526

Phone: 850.453.4300 Fax: 850.453.4308

**All mail should be sent to Post Office Box.*



Contact Information

Super Thrift 1

5904 North 9th Avenue Pensacola, FL 32504

Phone: 850.484.4922

Super Thrift 2

40 West 9 Mile Road Pensacola, FL 32534

Phone: 850.912.6754

Super Thrift 3

4469 Mobile Hwy Road Pensacola, FL 32506

Phone: 850.466.3375

