

GLOBAL

TEEN CHALLENGE



STAFF POLICY MANUAL

A BRIEF WORD ABOUT THIS MANUAL

The purpose of this manual is to give you a general overview of the Teen Challenge ministry. Please take time to read this manual thoroughly – it is part of your orientation as a new staff member.

Some of the material in this manual is confidential in nature, (not intended for students) therefore, it is your responsibility to store it in a secure place. No manual is ever completely “finished”, so please keep in mind that there will be changes and new policies written from time to time.

For your orientation as a staff member, you are also expected to read the Student Manual and the Policies and Procedures Manual.

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WELCOME LETTER FROM THE EXECUTIVE DIRECTOR

On behalf of the Board of Directors, I want to welcome you to our staff. We are thankful to God for bringing you to this ministry. We pray your time with Teen Challenge will not only be a fruitful time of ministry to others, but also a time of personal growth in your own walk with God.

You are joining a ministry with a rich history of over 40 years. This is a ministry at the “cutting edge” of reaching and helping people with problems.

I believe we are not here just as individuals -- but as a team, to work together to do the work of the Lord. The Holy Spirit is free to operate best when we are in harmony with each other spiritually, mentally, and emotionally. There are a few things you need to remember as you begin your responsibilities here.

First, your work with people will only be as effective as your own daily personal walk with God, so be sure to maintain your devotional life.

Second, the ministry is a call to serve. Serve others. Ask God to help you treat others the way you would want to be treated. See them through the eyes of Jesus Christ.

Third, the Teen Challenge program is not for “baby-sitting” a group of students in a program. The students are here to grow and deal with problems in their lives - with the help of Jesus Christ, and with our supervision and leadership. It is important to remember that we are not here just to preach “at” the students. We must be careful to live daily what we present. We teach by example in our actions and attitudes toward others.

I want you to know that my door is always open to discuss problems, ideas, or conflicts. I do ask, however, that you attempt to resolve any conflicts that might arise, through your immediate supervisor first.

I pray that He will bless you and make you a blessing.

In His service,

Executive Director

WHO WE ARE

MISSION STATEMENT

The goal of Teen Challenge is to evangelize people with life-controlling problems with primary emphasis on helping those with drug and alcohol problems. The rehabilitation program is designed to initiate the discipleship process, which will enable students to function as Christians in society, applying biblical principles to relationships in the family, local church, chosen vocation, and the community. Teen Challenge endeavors to help individuals become mentally sound, emotionally balanced, socially adjusted, physically well, and spiritually alive.

HISTORY

Teen Challenge began in Brooklyn, New York, USA, in 1958 and was founded by David Wilkerson, author of "The Cross and the Switchblade". The work began as a ministry to teenage street gangs and evolved into a residential program for drug addicts, alcoholics, and other troubled youth.

There are now approximately 1,000 centers in more than 105 countries with approximately 25,000 students in residence.

Global Teen Challenge (GTC) was established in 1995 to respond to requests from other countries desiring to start a Teen Challenge (TC) ministry. GTC is incorporated in the USA and is governed by an international Board of Directors.

Global Teen Challenge is affiliated with the Assemblies of God, USA.

WHAT IS THE TEEN CHALLENGE PROGRAM?

Teen Challenge is a residential Christ-centered program designed to help young men and women find a meaningful answer to the problems, habits, and conflicts which control them, through building a personal relationship with Jesus Christ. The program focuses primarily on reaching and discipling people with life-controlling drug and alcohol problems.

WHO DOES THE TEEN CHALLENGE PROGRAM HELP?

Since life-controlling problems affect people of all ages, the program is available to any persons from ages eighteen and older who have a sincere desire to seek answers to the spiritual, emotional, and physical difficulties that they are experiencing as a result of their drug and alcohol problems.

Students must be genuinely serious about changing their life, and be willing to voluntarily submit themselves to the disciplined 12-month residential program. They must be willing to consider

Biblical alternatives, be teachable, and have no severe disabilities that would prevent them from participating in the program.

Teen Challenge does NOT accept psychiatric cases or those who are currently taking psychiatric medications. Students who have HIV may be admitted if they are capable of fully participating in the program. HIV testing prior to admission is required. If, while attending the program a student finds that he is HIV positive, he is not necessarily dismissed, provided he can cope with the daily program.

WHAT DOES THE TEEN CHALLENGE PROGRAM OFFER?

Teen Challenge is concerned with the “total person”. The program is structured to address each person’s spiritual, mental, physical, social, and educational needs.

1. **SPIRITUALLY:** Teen Challenge views the students’ problems as symptoms which relate to deeper issues and conflicts. Real healing is experienced when spiritual needs are met. It is the power of God that gives one the ability to deal with problems and live a successful life.
2. **MENTALLY:** The healing of the abused mind is of key importance. The consistent study of the Bible enhances mental growth by serving as the foundation for the restructuring of negative, worldly thought patterns, and for creating a new and stable way of life. Personal and group counseling with concerned staff members helps students to answer questions and work through the conflicts they are facing.
3. **PHYSICALLY:** Teen Challenge provides for the students’ physical needs by offering shelter, food, some clothing, and recreation. Help is sought to cover the cost of dental, vision care, and prescription drugs, if there are no other options available.
4. **SOCIALLY:** Through the group living situation, the students are helped to work out relationship problems and to relate more successfully to family, peers and authority figures. This social group interaction promotes growth of character, enhances development of right attitudes and desires, and leads toward moral excellence.
5. **EDUCATIONALLY:** Teen Challenge provides a structured twelve-month Christian Education program designed to enhance the whole person. Teen Challenge may also assist students who have not completed their high school education.

DOCTRINAL STATEMENT

WE BELIEVE:

1. The Bible is the inspired and only infallible and authoritative Word of God (II Timothy 3:15; I Peter 2:2).
2. There is one God, eternally existent in three persons: God the Father, God the Son, and God the Holy Spirit (Deuteronomy 6:4; Matthew 28:19; Mark 12:29; John 5:17-30).
3. The deity of our Lord Jesus Christ is shown in His virgin birth, His sinless life, His miracles, His atoning death, His bodily resurrection, and in His personal future return to this earth in power and glory to rule a thousand years (Isaiah 7:14; Hebrews 7:26; Acts 1:9-11, 2:22; I Corinthians 15:3,4).
4. The Blessed Hope is the Rapture of the Church at Christ's coming (I Thessalonians 4:16,17; Romans 8:23; Titus 2:13; I Corinthians 15:51,52).
5. The only means of being cleansed from sin is through repentance and faith in the blood of Christ. Regeneration by the Holy Spirit is absolutely essential for personal salvation (Luke 24:47; Romans 8:16, 10:13-15; Titus 2:11, 3:5-7; Ephesians 2:13,14).
6. Baptism in water by immersion is commanded in the Scriptures. All who repent and believe on Christ as Savior and Lord are to be baptized. Thus they declare to the world that they have died with Christ and that they also have been raised with Him to walk in newness of life (Matthew 28:19; Mark 16:16; Acts 10:47,48; Romans 6:4).
7. The redemptive work of Christ on the cross provides healing of the human body in answer to believing prayer (Isaiah 53:4,5; Matthew 8:16,17; James 5:14-16).
8. The Son of God baptizes believers who ask for the Holy Spirit, with power for life and service (Luke 24:49; Acts 1:4,8, 2:4, 10:44-46, 15:8,9).
9. The indwelling of the Holy Spirit, through its sanctifying power, enables the Christian to live a holy life (Hebrews 12:14; I Peter 1:15,16; Phillipians 2:12,13).
10. There is a resurrection of both the saved and the lost, the one to everlasting life, and the other to everlasting damnation (Matthew 25:46; Mark 9:34-48; Revelation 19:20, 20:11-15, 21:8).
11. The Church is the Body of Christ and is made up of all true believers. It is both universal and local. The purpose of the Church is for evangelism, fellowship, unity, and teaching of doctrine (Ephesians 1:22,23, 2:22; Hebrews 10:23-25, 12:23; Acts 2:42).

PHILOSOPHY

APPLIED CHRISTIANITY

Staff members must understand the seriousness of their task to teach and model Christian living. It must be taught and modeled in such a way throughout the program so that the students will continue to live it after graduating from the program. The goal is also that students coming in for counsel will leave with a heart knowledge of who Jesus is, and then go out and live for Him. There are three major dangers that must be faced in this type of ministry:

1. The danger of teaching individuals to learn only verbalized concepts.

Basically, Christianity is an experience -- an encounter with Jesus Christ which must express itself in change. One does not truly learn a Christian ideal until one has both experienced it and expressed it in action. The staff must use words and Godly actions to communicate the principles of the Christian life. Both staff and students must not have only head knowledge, but also heart experience and practical application.

2. The danger of teaching individuals to have only an emotional experience.

Emotions play an important and necessary part in spiritual experience, but a true experience is not complete until it expresses itself in life and action. Staff must teach and model the steady, mature, balanced Christian life even in the absence of “feelings.”

3. The danger of becoming “institutionalized” in the Christian life style.

Students have often spent large amounts of time in secular programs and have learned to quickly adapt to the new rules, repeat the jargon, etc., but only as long as the structure requires it. Staff must give students opportunities to make choices, develop character, and grow to maturity in their relationship with God.

PROGRAM OUTLINE

PHASE I: CRISIS INTERVENTION, PRE-INDUCTION, OR REFERRAL

This phase is when a student is introduced to Teen Challenge. It may have been when a friend, family member, or pastor referred him to Teen Challenge. It may have been at a street rally, an outreach, in prison, or when the student came for his interview.

PHASE II: INDUCTION

The Induction Phase is the first four to six months of the program. During this phase the student will learn the basics of a personal relationship with God, responsible daily living, and relating to others with dignity and respect.

Upon completion of the Induction Phase, the student will have completed 14 Group Studies for New Christians, and have given evidence of spiritual growth. A special completion service will be held, and the student will receive a certificate.

PHASE III: TRAINING

After completing the Induction Phase, the student will enter the Training Phase for eight months. During this time the student will receive vocational training, have educational opportunities, and receive increased responsibilities as he matures in his Christian life.

PHASE IV: RE-ENTRY

Re-entry is the period following graduation from the Training Phase. It consists of a six-month period of making the transition back into society and putting into practice what has been learned at Teen Challenge. Re-entry can be done while living at Teen Challenge or in another setting depending on the student's needs and/or available Teen Challenge space. The re-entry residential phase is optional.

GRADUATION

After completing training at Teen Challenge, the student is eligible to graduate based on the recommendation of the Program Director and counseling staff and whether the student has met all the necessary requirements.

STUDENT WITHDRAWAL OR DISMISSAL AND RE-ENTRY

Student Withdrawal—Teen Challenge has an open door policy relating to student withdrawal from the program.

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

Dismissal—The Program Director or his designee shall have the authority and responsibility of dismissing a student from the program.

1. A student may be involuntarily dismissed for, but not limited to, the following types of infractions:
 - a. Repeated violation of the Teen Challenge Student Manual and/or other rules and regulations.
 - b. A non-cooperative and/or abusive attitude.
 - c. Smoking or use of tobacco.

Recommendations:

 - (1) First violation—A week of restriction (See Student Discipline).
 - (2) Second violation—Suspension from the program.
 - (3) Third violation—Dismissal.
 - d. Failure to accept disciplinary action.
 - e. Creating emergency situations. These may include:
 - (1) Threats of bodily harm.
 - (2) Physical striking of a person or object.
 - (3) Violent and/or abusive behavior.
 - f. Other situations such as:
 - (1) Health reasons.
 - (2) Theft.
 - (3) Use of drugs or alcohol.
 - (4) Insubordination/rebellion.
 - (5) Inappropriate sexual activity.
 - (6) Accepting or possessing items or money without staff approval.
2. The Program Director or his designee shall advise a student who is being considered for dismissal prior to his actual leaving, if possible.
3. A student who is dismissed during non-office hours should be administratively processed between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday.
4. The responsible staff person shall complete a written report of the circumstances and information surrounding the student's dismissal. The information shall be placed in the student's file and recorded on the *Student Withdrawal or Dismissal Form* (Form 128).
5. The Program Director or his designee shall immediately, if required, notify the appropriate outside agencies and or organizations that the student is being dismissed.
6. With the student's consent, parents who brought him into the program shall be notified upon his dismissal.

Re-entry after Withdrawal or Dismissal

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

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

EMERGENCY CAUSE FOR IMMEDIATE DISMISSAL

If a student is uncontrollable, disruptive, violent, threatening, will not cooperate, poses a threat of bodily harm or injury to staff, other students, or the facility, or will not leave the building, the staff should call the police at “911” immediately and ask that the student be removed. If a student has been injured or is seriously ill and needs emergency medical attention, call “911.” Due to the prevalence of AIDS, any individual who is bleeding should be treated with extreme care.

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

HOW MUCH DOES IT COST?

Teen Challenge does not charge fees to any student except for a one-time admission fee of \$_____. Teen Challenge depends on free will offerings from concerned individuals, TC fundraising efforts, student work opportunities, grants and donations to meet the daily costs of operation. Students may be asked to write letters seeking sponsors to help underwrite the cost of their stay in Teen Challenge. If so, a sample letter will be provided for them.

STAFF TRAINING

STAFF PERSONNEL DEVELOPMENT

Periodically, Teen Challenge will conduct seminars on various pertinent topics relative to the needs of the staff in order to improve their ministry skills. Documentation of staff attendance at approved seminars will be placed in their file in the Administration Office. (See Policies and Procedures Manual)

STAFF PROCEDURES

MANUALS FOR STAFF PERSONNEL

Each new staff person shall be given a written copy of their job description, as well as the following manuals:

- ◆ Staff Policy Manual
- ◆ Student Manual
- ◆ Policies and Procedures Manual

All staff shall be given adequate orientation according to the guidelines in the Policies and Procedures Manual.

STAFF PERSONNEL RECORDS

Employee records will be securely maintained by the Executive Director in the Administration Office. Employees' records are confidential and will not be released without written consent of the employee. Payroll records will be maintained by the bookkeeper. (See Policies and Procedures Manual)

CHANGES IN PERSONAL STATUS

Employees' personnel file information must be kept accurate and up-to-date. The Administration Office must be notified immediately of any changes in any of the following:

Track 5: The Teen Challenge Program Course 512.01 Staff Policy Manual	Topic: 512 Policies, Procedures, Standards Teen Challenge Training Resource iTeenChallenge.org	Last Revised 09-2014
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- ◆ Home address
- ◆ Home telephone number
- ◆ Person to be contacted in case of emergency
- ◆ Car license plate number

PROMOTIONS AND ADVANCEMENTS

Promotions and advancements shall be the responsibility and authority of the Executive Director in consultation with the Program Director, if applicable. (See Policies and Procedures Manual)

SALARIES

All salaries and compensation for services shall be set by the Executive Director in consultation with the Board of Directors. (See Policies and Procedures Manual)

SCHEDULING STAFF PERSONNEL WORK HOURS

The Program Director or his designee shall be responsible for determining, scheduling, and assigning all employee work hours. (See Policies and Procedures Manual)

STAFF MEETINGS

All staff is expected to attend the weekly staff meetings.

Staff who miss a meeting are responsible to read the minutes of that meeting. (Copies are usually distributed to each staff member). Minutes of the staff meetings are confidential and must be kept in a secure place. (See Policies and Procedures Manual)

RESIGNATION OF EMPLOYMENT

A written notice of resignation shall be submitted to the Executive Director thirty days prior to the date of final employment.

The Executive Director shall have the option of allowing the employee to fulfill their responsibilities for thirty days or requesting immediate termination.

Employees are encouraged to share with the Executive Director their reasons for departure.

TERMINATION-CAUSE FOR DISMISSAL

The Executive Director may dismiss, or may empower the Program Director to dismiss an employee, intern/junior staff, or volunteer in conformance with the guidelines of the Policies and Procedures Manual.

BENEFITS OF THE STAFF PERSONNEL, INTERNS AND JUNIOR STAFF

Guidelines concerning holidays, sick leave and personal emergency leave, required notification due to absence, injury or illness, requirements for returning to work, jury duty, health and welfare, and vacations are outlined in the Policies and Procedures Manual.

CONFIDENTIALITY

Much of the ministry of Teen Challenge involves affairs of a very personal nature. Teen Challenge policy (and the law) requires that such information must be treated confidentially. Information that comes to staff, as part of their work, is not to be given out over the telephone or discussed with anyone other than with those to whom staff are responsible. Staff must never discuss student matters in public places or with non-Teen Challenge staff. All staff must sign the *Confidentiality Agreement* (Form 133).

GUESTS

Visitors must “sign in” at the reception desk. Friends of staff and their relatives are welcome to visit but staff duties come first. Staff should make arrangements in advance for visits through their supervisor. Visitors, including former students, are not allowed to wander through any area of the Center, but must wait in the reception area for a staff escort.

Recent former students who did not graduate, may NOT enter the buildings or talk to students without permission by a senior staff member.

Single staff quarters are not open for tours and visitors unless the resident staff invites visitors (or a group) into their residence.

TELEPHONE

Staff personnel shall not be permitted to receive collect calls. Personal long distance telephone calls shall only be made collect. Staff may not give out home phone numbers or information about other staff, over the phone or to students.

PURCHASING POLICY

All purchasing is done through designated personnel and the Executive Office. Students are NOT permitted to sign for parcels, deliveries, or other legal documents, under any circumstances. (For more information see the Policies and Procedures Manual.)

CLOTHING AND DRESS POLICIES

The following policies and procedures shall govern staff personnel, intern/junior staff, and volunteer clothing and dress standards:

1. Staff personnel, interns/junior staff, and volunteers shall be clean and neat in appearance while on duty.
2. Clothing styles must be modest and in good taste.
 - a. Overly tight pants, unbuttoned shirts, or any sexually provocative clothing shall not be worn.
 - b. Clothes may be worn which suit specific tasks such as:
 - (1) Recreation.
 - (2) Maintenance.
 - (3) Other work related requirements.
3. Shoes and socks shall be worn while on duty.
4. When going to and from the bathroom and shower facilities, a bathrobe or shirt and pants shall be worn. No one shall be permitted to leave his dorm room with no clothes or only in underwear.
5. Mustaches, beards and hair shall be kept clean and well groomed.

DONATED PRODUCTS

When Teen Challenge receives donated products, staff members may not take any products without authorization from the Executive Director or his designee.

ANIMALS

No animals will be allowed on the property without the advance approval of the Executive Director.

ACCIDENTS AND SAFETY

Staff Responsibility—All staff shall exercise safe supervision and work practices in all their job responsibilities. They shall conduct their duties being conscientious of the safety of students, other staff, and themselves.

Incident/Accident Reports—In the event of an incident/accident, an *Incident Report Form* (Form 123) shall be filed with the Administration Office. Staff members who either witness an incident or are involved in one will fill out an incident report within 24 hours. The report should include date, time, and location of incident. The nature of the incident should be described in clear detail.

SECURITY

The Teen Challenge program is a treatment facility which cares for people with habitual drug, alcohol and criminal problems. Students can be HIGHLY UNSTABLE for a variety of reasons. Staff must not assume they are trustworthy (even if friendly) until they have completed several months in the program.

New students are not allowed to approach and/or converse with staff women or women visitors, except relatives, unless they (the students) are spoken to first. Children visiting the facility should not be left unattended at any time with a student.

VEHICLES AND TRANSPORTATION

Teen Challenge vehicles will be operated according to the guidelines stated in the Policies and Procedures Manual.

HOUSEKEEPING

Staff is responsible for keeping their work areas neat. Staff living at Teen Challenge are responsible to keep their quarters clean. Offices, desks, and desk contents of other staff are “off limits”. File cabinets, safekeeping vaults, and office doors should be locked when not in use.

Employees who use a computer must log off at the end of the day and properly secure all data. Employees should not attempt to load software on their computer without advance permission. All papers and work materials should be properly stored at the end of each work period.

KEYS

Staff must keep absolute control over Teen Challenge keys at all times. Keys must not be given to students. No keys may be copied without the Executive Director’s permission. Lost keys or key sets are to be reported immediately to the supervisor and replacements may be charged to the employee.

VOLUNTEER SERVICES

Teen Challenge volunteers may work in a variety of areas such as haircutting, secretarial work, vocational training, public relations, deliveries, teaching, etc.

Volunteer staff are not permitted to provide counsel, correction, or any leadership to the student population unless prior permission has been given by the Program Director or the Executive Director. (For more information see the Policies and Procedures Manual.)

WHAT KINDS OF EXPERIENCES DO STAFF ENCOUNTER?

The following are some experiences the counselors or staff member may encounter.

1. CULTURAL ADAPTATION

After arriving at Teen Challenge, a staff member's reactions may vary from high expectancy and excitement to periods of depression, withdrawal, disillusionment and disappointment.

If the initial attempts to appreciate and understand the culture and the people with whom the staff member will be working fails, they may develop a sense of "strangeness" resulting in irritation and resentment. If staff have expectations of excellence, they may be disappointed with the performance of others whose values and expectations are lower.

2. SPIRITUAL ADAPTION

Each staff member must remember that other staff members' spiritual background, experience and orientation may be very different, so an attitude of tolerance, understanding, acceptance and appreciation for diversity must be developed.

3. VOCATIONAL ADAPTATION

Some staff are assigned to a specific job, while others are given relatively vague assignments with the expectation that their work responsibilities will be more defined as they and Teen Challenge become better acquainted. It may take some time to discover where and how the individual can make the best contribution. Staff may not be doing what they had hoped, been called to, or trained to do when they were initially hired, and may encounter some difficulty in relating their vocation or ideals to the realities of the situation they find themselves in.

For example, a Bible teacher may feel limited by the lack of interest expressed by the students, by their lack of discipline or their inability to learn. Staff may find themselves limited to teaching basic elementary truths, rather than the deeper truths that they may have spent years teaching.

The staff may suffer frustration when assigned to a group of students for a work project, due to the student's lack of responsibility, initiative, and/or experience. Staff may become discouraged at the lack of performance.

Some staff may be disappointed with the work they are doing because it does not seem to be important. Staff should be persevering and diligent in their respective tasks and God will reward their faithfulness.

4. EMOTIONAL ADAPTATION

It can often be emotionally difficult for a staff member when a student drops out of the program, particularly if he has "poured" his life and experience into that individual. Staff must remember that people often "quit" following Jesus too, and that students in Teen Challenge have rarely finished anything in their lives. It takes a lot of patient discipling to build a foundation of stability and see Godly character established. Remember, God's Word NEVER returns void!

STAFF RESPONSIBILITIES AND RULES

Staff members must be able to receive love, instruction, correction and help from others in order to effectively offer the student the same. The staff is responsible for providing the guidance and direction necessary for the students to gain the most from their experience while at Teen Challenge.

STAFF GUIDELINES

Staff members are expected to:

1. Maintain Christian growth through consistent prayer, Bible study, and church/chapel attendance.
2. Face each encounter with a student or another individual as a Divine encounter through which God is going to enable that individual to spiritually mature.
3. Not discuss staff or student problems with anyone outside of Teen Challenge staff.
4. Follow the specific job description and chain of command assigned to them by the Executive Director and/or their supervisor.
5. Maintain a positive, Godly and professional attitude at all times.
6. Be punctual in all duties (Colossians 3:23).
7. Present a Christ-like example through attitude, action, manner, dress, and appearance. Dress appropriately for the activity in which you are involved.
8. Not counsel a person of the opposite sex unless such counseling is approved by your supervisor.
9. Refrain from physical contact with other staff and students. Married couples should refrain from excessive displays of affection in public.
10. Totally abstain from the use of tobacco, alcohol, and drugs.
11. Abstain from any activities or forms of amusement that might damage your testimony.

SINGLE STAFF GUIDELINES

Teen Challenge approves of single staff having Christian fellowship with members of the opposite sex, as long as it is Christ-centered, balanced, constructive, and wholesome. Interns and staff trainees have special guidelines.

Female visitors of staff are not permitted to enter single staff quarters. Staff will refrain from public physical contact. All dating is to take place away from the Teen Challenge property and only during time off.

RELATIONSHIPS AMONG STAFF

Staff on duty are responsible for the safe, effective, efficient and orderly operation of the activities. They are due the respect of all other staff members, honoring the authority invested in them by virtue of their responsibilities. Staff members should direct all requests to the one on duty and not take authority upon themselves.

RELATIONSHIPS WITH STUDENTS

Staff must be “models” of the Christ-life. This includes the way a staff member walks, talks, and reacts to situations and how they dress on and off duty.

Staff should never argue with a student and must not discuss one student in front of or with other students. No favoritism can be shown.

ONLY the Program Director or the Executive Director may authorize student dismissals.

Designated staff are usually given the responsibility of disciplining the students when necessary. Enforcement of rules or behavior problems may be handled by memos or “tickets” which any staff may write describing infractions, which are given to the student’s counselor for action. Correction of students should be done in private, and always in a spirit of love. Staff trainees, interns and volunteers should not discipline students. Discipline is carried out as outlined in the Policies and Procedures Manual.

Staff must not take sides with a student, even if they think another staff member has made a poor or inappropriate decision. Disagreements with other staff must be resolved in private.

Staff should be friendly but not too personally involved or intimate with any student. Staff should avoid discussing their personal affairs with the students. Staff conversation must be edifying at all times.

Staff are prohibited from borrowing or lending money and may not purchase, lend or borrow articles from students at any time.

EFFICIENCY

After a reasonable time and with proper training, Teen Challenge expects staff members to become proficient and useful in their jobs. If staff finish the job assigned, they should report promptly to their supervisor and be willing to help with other tasks.

ATTENDANCE

Staff members are expected to attend all activities that take place during normal working hours and all other specially designated functions that take place during the year.

CHURCH ATTENDANCE

Every staff member is expected to find a home church and attend on a regular basis when off duty. They should attend church every Sunday morning. Teen Challenge suggests attendance at least twice a week.

DEVOTIONAL LIFE

Every staff member is expected to maintain a consistent devotional life.

SOME REASONS WHY STUDENTS DO NOT SUCCEED AT TEEN CHALLENGE

1. They had no consistent prayer life (Matt. 16:41, Phil. 4:6, John 15:4-5).
2. Their knowledge exceeded their experience. They failed to mature because they were not personally applying what they were learning (I John 2:12-14).
3. They had not dedicated themselves completely to God. Some major areas they often fail to give to God are personal rights, materialism and relationships with the opposite sex.
4. They had been institutionalized for many years and had not developed self-discipline. They functioned well with strict boundaries, but were not able to handle the freedom required to function as a responsible adult in society. (Prov. 6:6,7).
5. They never learned to accept authority. As a result they frequently refused to listen to those in authority. They were stubborn and hardheaded (stiff-necked) (Acts 7:51, Deut. 10:16) (Pride-James 4:6; Rebellion-I Sam. 15:22,23).
6. They were ignorant of the devil's devices and the reality of spiritual warfare (II Cor. 2:11, Eph. 6:12).
7. They "slid" through the program and never let God deal with them through their every day responsibilities. They tried to get out of their jobs, and tried to cut corners, rather than doing their best (Luke 16:10).
8. They were not saved; never had a personal, intimate, powerful encounter with God.
9. They never experienced the baptism of the Holy Spirit. They failed to appropriate God's power in their lives (John 3:16, Acts 1:8).
10. They spent their time judging others rather than first dealing with the sin in their own lives (Matt. 7:1-5).
11. They were more concerned about the gifts of the Holy Spirit than the Giver of the gifts. They were interested in the outward expressions and emotional feelings, instead of the development of spiritual character and the fruit of the Spirit (John 17:3, Matt. 7:16, Gal. 5:22,23, Matt. 3:8, Rom. 6:21,22).
12. They failed to establish God-given goals. (Prov. 29:18).

TEEN CHALLENGE

CONFIDENTIALITY AGREEMENT

I, _____, while a staff member at Teen Challenge whether full-time, part-time, or volunteer, will uphold and maintain strict confidentiality of all information about students, residents, staff, visitors, professionals, and families of any of these groups and circumstances of any nature whatsoever at any associated agency of TC.

I hereby affirm that I will faithfully discharge my staff duties in conjunction with my assignment at TC and I will observe and comply with all of the rules, regulations, objectives and Statement of Faith of TC. I will also observe and comply with the laws of _____, and accept as I may be legally required, I will not disclose or give information or documentation that has come to my knowledge or possession by reason of my association with TC, to any person, organization, corporation, or charity, except to the extent authorized in writing by TC.

I further understand and acknowledge that in the event of a breach of confidentiality causing damage or loss to a TC staff member, resident, related individual, etc., or to Teen Challenge ministries, or to TC itself, that I will be personally liable and responsible.

I herein acknowledge having read this Confidentiality Statement and understand my responsibilities and obligations arising therefrom.

Dated at _____, this _____ day of _____, 20_____.

Witness

Signature

Witness

Signature

TEEN CHALLENGE

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the contents of the Teen Challenge Staff Policy Manual, and have been supplied with my own copy for future reference.

Date

Please Print Name

Employee Signature

This form is to be returned to the Administration Office for filing in the employee's file, within one week of receiving this Staff Policy Manual.

TEEN CHALLENGE

CONFLICT RESOLUTION AGREEMENT

The undersigned parties enter into this Agreement as an essential condition of employment by Teen Challenge.

The undersigned parties accept the Bible as the inspired Word of God. They believe that God desires that they resolve their conflicts with one another within the Church and that they be reconciled in their relationships in accordance with the principles stated in 1 Corinthians 6:1-8, Matthew 5:23-24, and Matthew 18:15-20.

Accordingly, the undersigned parties hereby agree that, if any conflict or controversy that arises is not resolved in private meetings between the parties pursuant to Matthew 5:23-24 and 18:15, then the conflict or controversy will be settled by biblically based mediation and, if necessary, legally binding arbitration, in accordance with the Teen Challenge *Conflict Resolution Agreement*.

The undersigned parties agree that these methods shall be the sole remedy for any conflict or controversy between them and, to the full extent permitted by applicable law, expressly waive their right to file a lawsuit in any civil court against one another for such conflicts, except to enforce an arbitration decision, or to enforce this conflict resolution agreement. Any mediated settlement agreement, or arbitrated decision hereunder shall be final and binding, and fully enforceable according to its terms in any court of competent jurisdiction.

Employee _____ Date _____

Executive Director _____ Date _____

State of _____ County of _____

Subscribed and sworn to before me by _____,

Employee, and _____, Executive Director, on this

_____ day of _____, 20____.

Notary Public _____

My commission expires: _____

TEEN CHALLENGE

DRIVER'S SAFETY AGREEMENT

I realize that when I drive a Teen Challenge vehicle or my own vehicle while on a Teen Challenge errand, I am acting as a professional driver, therefore, I will abide by the following:

1. When backing up a van or a bus, I will always have someone standing behind the vehicle to assist me.
2. I will only drive a vehicle if I have the appropriate license for that vehicle.
3. I will obey all traffic laws, especially the speed limit.
4. I will operate the vehicle in a safe manner at all times.
5. I will not abuse any Teen Challenge vehicle in any manner.
6. I will not do other things while driving, such as reading a map or talking on the phone.
7. I will not wear headphones while driving.
8. I will not give rides to hitchhikers.
9. I will not drive if I am using medication that may impair my driving ability.
10. I will follow the Teen Challenge Accident Policy if involved in an accident.

Driver's Signature

Driver's Printed Name

Date

TEEN CHALLENGE

VOLUNTEER AGREEMENT

I understand that as a volunteer at Teen Challenge, I am making a valuable contribution to the overall ministry of restoring broken lives. I will conduct myself as a mature Christian at all times, adhere to all policies and procedures of Teen Challenge, and seek to be a blessing in all that I do.

I understand that I must function only in the area(s) of my designated responsibility, and will do so “as unto the Lord.”

Signature of Volunteer

Signature of Executive Director

Date