



Adult & Teen Challenge of British Columbia

STUDENT HANDBOOK

Patricia Hope House

Women's Centre

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A Message to Students & Families	4
A Message to Students	4
Components of a Responsible Culture	7
The 5 R's	8
A Message to the Families	9
Admissions	10
Introduction	10
Finances	10
Medication	12
Management of Student Finances	12
Admissions Process	12
Program Breakdown	13
What to bring on your first day!	14
What not to bring!	15
Daily Schedule Example	16
Guidelines for campus visits, passes and communications	17
Overview	17
Phone calls	17
Mail	18
Visits	18
Passes	19
Recreation & Time Management	20
Recreation	20
Time Management	20
Education Program	21
Classroom Protocol	21
Group Studies for New Life in Christ	23
Group Studies for New Life in Christ	23
Student Desks & Study Areas	24
Daily Devotionals	24
Monthly Student Evaluations	25
Personal Service Plans	25
General Work Experience Program	26
Introduction	26
Workplace Protocol	26
Daily Chores & Responsibilities	27
Events	28
Rules & Guidelines	29
Rooms	29
Wake Up & Preparations for the Day	30
Sickness	31
What is a sick day?	31
Dress Code	32
Office & Staff Areas	33
Music & Instruments	33

Chapel	33
Church	34
Restorative Support	35
Stage 1	35
Stage 2	35
Stage 3	35
Stage 4	36
Suspension & Dismissal	36
Discharge Procedure	37
During Business Hours	37
After Business Hours	37
Student Rights	38
Addendum	39

A MESSAGE TO STUDENTS AND FAMILIES

A MESSAGE TO STUDENTS

We are pleased that you are considering Adult & Teen Challenge Residential Discipleship program to begin your recovery from addiction.

Adult & Teen Challenge is the largest and most successful faith-based recovery support program in the world; we contribute our success to our foundation in our Christian faith. We believe that real change comes from what God can do on the inside of us. If you are interested in faith-based recovery, Adult & Teen Challenge is the place for you. Our classes, counsel, and environment are rooted in a belief in God and values found in the Bible. We are serious about faith-based recovery because it has provided the most successful care available for overcoming addiction and beginning a new life.

Adult & Teen Challenge is a “Culture of Responsibility.” One of our primary goals is to teach you how to take responsibility for your own life. Experience has taught us we all need to “own” the responsibility for our thoughts, choices, and life patterns. Painful experiences can contribute to life-controlling addiction but cannot be a reason for remaining in addiction. At Adult & Teen Challenge, we will help you to take a responsible look at your life so that healing can occur, and to help you learn valuable lessons. Your negative experiences do not need to dictate your future.

Coming to Adult & Teen Challenge can be difficult at first. When drugs and alcohol wear off, and you find yourself away from all that’s familiar, you will experience a variety of emotions. Feelings of anger, pain, guilt, homesickness, or even being trapped can creep in on you. As badly as you know you need to begin this journey, this “internal war” can be most challenging. Experience has taught us that once an individual passes through this initial struggle they will adjust to the program.

You have probably had moments where you wanted things to be different but were unable to break the cycles of addiction. We are determined to help you get your life back. No one can lead your life, but you; we want to help you become that responsible leader!

ADULT & TEEN CHALLENGE: “A Culture of Responsibility”

God wants us to know freedom from addiction and destructive behaviour. While the world promises freedom outside of God's established boundaries, this road leads to entrapment and a life out of control. It is Adult & Teen Challenge's desire to help you take back that control. Regaining control begins when you allow God to change your heart and continues as you learn to live responsibly. There will be some pain in the change as we start to assume responsibility for our thoughts, choices, the company we keep, the places we go, how we treat others or react to mistreatment. In this "Culture of Responsibility," all of our excuses begin to go, but the internal adjustments we need to govern ourselves, honor God, and respect our fellow man will follow in their place.

Adult & Teen Challenge creates an environment where you can experience God! Seeing life as God sees it will begin the growth process. Here you will establish new boundaries and enjoy the freedom that comes from living within them. Adult & Teen Challenge of BC is the time and the place where you can face your fears, your failures, your disappointments, and your successes. You can become all that God intended for you to be. More on that later on.

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

Adult & Teen Challenge of BC Residential Discipleship program is a minimum of one year in length. Depending upon the student's circumstances, the program length may be extended but never shortened. Adult & Teen Challenge of BC does not accept students for less than one year, and this includes enrolments 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 commit to the entire year, or whatever time it takes for completion of the program. Adult & Teen Challenge of BC 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, he must be 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 the Adult & Teen Challenge of BC program. Upon enrolling a student in the Adult & Teen Challenge of BC program, family members must agree that they will not assist the student in exiting the program before completion.

The program is available to individuals who are at least 18 years of age, who have a sincere desire to seek answers to the difficulties that they are experiencing in dealing with life's problems.

Applicants must have a life-controlling problem to be considered for this program

Applicants must be willing to consider biblical solutions, be teachable, and have no severe disabilities that would prevent you from participating in the program.

Living in a residential program brings excellent opportunities for new friendships to develop. With this said, there are guidelines for developing relationships.

- You are expected to treat staff, volunteers and other students with respect.
- You are not allowed to borrow or lend money to/from other students or staff. Please do not buy or trade any belongings with other students or staff.
- Starting any new romantic relationship while in the program is strictly prohibited.
- If, at any time, a problem arises with another student, follow the biblical model found in Matthew 18:15-20, which gives the following procedures; Attempt to work it out with the other student in private. If he doesn't listen, try again by taking one or two other students along, so that the presence of witnesses will keep things honest. If he still doesn't listen, bring the disagreement to your program manager along with the witness. The matter will then be dealt with by the Program Department.

COMPONENTS OF A RESPONSIBLE CULTURE

Reverence for God:

This is where order begins to come to our lives. It all starts with learning God's word.

From God's word we learn:

That God has a plan for our lives. We're not on earth to just eat, drink and be merry. God has a higher purpose for us than coping with our addiction. You will discover God's plan for your life as you journey through the program.

How God feels about things:

When we see how God feels about things we begin feeling different about the way we've been living. This brings conviction into our lives and lets us know we are accountable for our behaviour.

God can forgive anything that I've done:

God wants to remove the shame you feel from the things you've done. You haven't gone so far that God can't reach you.

Respect for others:

There can be no true relationship without respect. To respect is to feel or show honour or esteem for others. We can learn to respect the boundaries that others set and have meaningful relationships. We can also discover the value of respecting our leaders and remaining under the protection their counsel provides.

THE 5 R'S

Repentance: Learning to admit to God when I'm wrong while having the desire to be changed.

Many of us work hard to stay in a state of denial when it comes to facing our problems. To admit being wrong would be to admit defeat. The refusal to face your "self" will mean the continuation of failure, disappointment, and broken relationships. The road to freedom will begin as you become completely honest with yourself. When we are honest, the power of God comes to make things right.

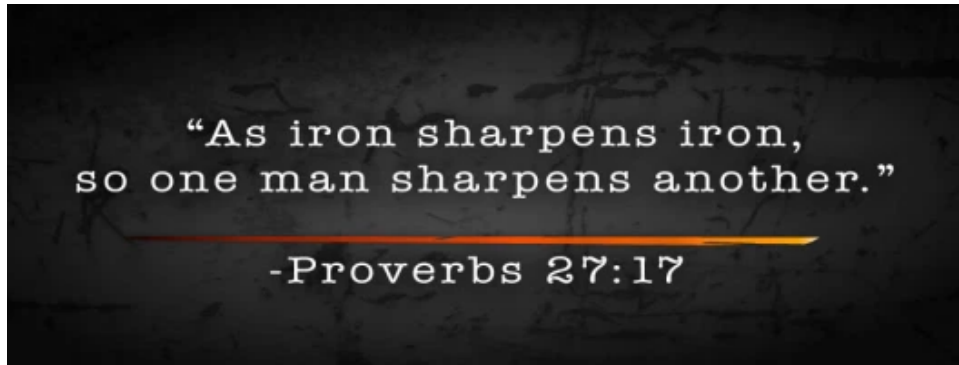
Retribution: The reward for doing what is right and correction for the wrong done. There are always consequences for our behavior, whether they are immediate or not. To cushion the outcomes of our choices denies us vital self-governing information. We fully expect that you will have some negative behavior while living at Adult & Teen Challenge. In the past, you may have had enabling relationships that allowed you to continue your negative behavior; or, a co-dependent relationship where someone else felt guilt; or, has taken responsibility for your life and refused to confront your behavior. In Adult & Teen Challenge's "Culture of Responsibility," we will help you take responsibility to face the consequences of your actions. We believe that when you have no place to put the blame but yourself that you'll see the need to ask God to help you change.

Restitution: Learning to make things right when we've been wrong. Doing this may involve returning property we've stolen or agreeing to repay someone for damages we've caused. Learning to confess to others and make things right is essential to clear our hearts and minds for a new way of living. Having to clean up after yourself helps to train the heart to do what's right in the future.

Restoration: Learning to ask for forgiveness, having a willingness to forgive others, and the commitment to rebuild trusting relationships. Where you have people, you will have differences. The program will provide opportunities to apply restoration principles. Learning to grow through our differences will prepare us for lasting and meaningful relationships once we return to society.

Rejoicing: Celebrating our spiritual and emotional growth! Once you embrace the culture, there will be plenty of reasons for celebrating. As you believe and embrace these principles, you will discover God's presence in your life. The evidence of God's presence in your life will help you know that you belong to God. Knowing that you are not alone makes it easier to trust that you can become all that God has intended for you to be.

A MESSAGE TO THE FAMILIES



Families will need to be strong. We must shut the door on every excuse to leave the program prematurely. As brave as the student may appear, fears of facing the challenge of changing their life is real. The family's natural instinct is to relieve pain; however, this will stunt your loved one's growth. We need families to stand firm as we help the student take a hard look at their life. Adult & Teen Challenge needs the family's support throughout the process of change. Whenever they communicate pain, encourage them to stay the course and refuse to support a departure from the program.

When you have questions about what is communicated to you from your student through phone calls or letters, please contact their Program Director. We want you to have a clear perspective as we assist your loved one toward recovery from the devastation of addiction.

ADMISSIONS

INTRODUCTION

Adult & Teen Challenge of BC is an accredited organization that is compliant to the standards set out by the Adult & Teen Challenge National Office located in Missouri. An accreditation review is conducted every three years. You can find out more by visiting <https://teenchallengeusa.org/accreditation>.

Adult & Teen Challenge is a minimum one year, faith-based, residential program for life controlling behaviours and addictions. Adult & Teen Challenge has three phases called Admissions Phase, Induction Phase, and Training Phase. All of these phases are mandatory for graduation. Admissions and Induction phase are a minimum of six months in length combined. Training Phase is a minimum of six months. Adult & Teen Challenge is never shorter than twelve (12) months. Adult & Teen Challenge of BC also offers the Successful Living Program for those students who graduate from our one year program and would like assistance transitioning into the next stage of their lives. The program options include Student In Transition, Second Year Student or Surge (a leadership program designed for individuals who are interested in serving in the ministry of Adult & Teen Challenge.)

FINANCES

Adult & Teen Challenge is a registered charity. The ministry subscribes to strict fiscal standards of operation through CRA and the Canadian Council of Christian Charities. Adult & Teen Challenge is governed by a board of directors and an Executive Director, with daily operations handled by an Executive Team and support staff. The operating budget is such that per bed cost is \$3000.00 per month (per student). We raise daily operational expenses and capital projects through newsletters, church meetings, and a variety of other means such as contract work, our vehicle donation department, etc. The admission fee is \$1000.00 (not refundable) to cover the cost of interviews, processing student files, curriculum, and miscellaneous expenses incurred during the Admissions process. The Admission fee should be made payable by cheque, debit or credit card to "Adult & Teen Challenge of BC."

MEDICATION

If a student is on prescription medication Adult & Teen Challenge of BC requires the following:

- The student must have a plan to cover all medical expenses while in our program.
- No narcotic type of medication. If necessary, consult with your doctor or psychiatrist to determine if your medication will be allowed. The following is a list of medications NOT allowed during the program:
 - Amphetamine
 - Barbiturates
 - Benzodiazepines
 - Cocaine metabolites
 - Marijuana (THC)
 - Methadone
 - Opiates
 - Phencyclidine
 - Propoxyphene
 - Ethanol (alcohol)
 - Methamphetamines
- No methadone or suboxone.
- Students must take all medication as prescribed. A medical doctor must approve any changes to this in writing.
- Students are asked to have their medications bubble packed for clarity, convenience and accountability. This can be arranged with the assistance of staff once admitted to the program.
- Students must follow the Medication Procedures as outlined in our Medication Policy (as per Assisted Living Regulations).

Any non-prescribed medications are to be approved by the Admissions staff and will be secured with prescription medications as per Medication Policy & Procedure (this includes vitamins and supplements).

MANAGEMENT OF PERSONAL FINANCES

Adult & Teen Challenge of BC does not manage the personal finances of the students but will assist with the following:

- Will offer to secure cash, bank cards, credit cards or cheques in the Administration safe if requested by the student. Students will need to put in a request to access their secured items.
- Will provide access to online banking upon request by student.
- Will offer advice on money management and budgeting if requested by student.

ADMISSIONS PROCESS

The Admissions Department must receive a filled out and submitted application from the student. The easiest way to do this is on our website www.teenchallengebc.com.

Once our Admissions Department has received your application, our Admissions Coordinator will contact you to set up a phone interview.

Applicants from a provincial or federal institution must contact their lawyer to help them with the application form.

During the interview process, we will ask the applicant to provide details of their current situation as well as a filled-out medical clearance form (self-disclosed) and a recent criminal record check. These records will help us determine whether or not this is the right program for the applicant. Potential students should have a medical exam completed and submitted before entering into the program. Except for seasonal ailments, participation in the daily work experience program is mandatory. All appointments (i.e., chiropractor, physio, surgery) are required to be dealt with on student passes unless other arrangements have been made and approved by the program department. A British Columbia Health Services Card or other provincial health card with proof of out of province insurance is required for program entry. Adult & Teen Challenge of BC is NOT responsible to pay or cover medical expenses.

Upon acceptance, an entry date will be set contingent on available bed space. If all our beds are currently full, accepted applicants will remain on the waiting list until a bed becomes available. If the applicant does not maintain an appropriate level of communication with our Admissions Coordinator, they will be removed from the waiting list and must reapply to the program. Communications and check-ins are at the discretion of the Admissions Coordinator.

Prior to entry date the applicant will be sent the following documents, which must be read and the agreement signed before admission day:

- Occupancy Agreement
- Policies Sent (Intake, Discharge, Drug & Alcohol, Cannabis, Complaints, Infection Control – Student Sick Day, Medication, Work Experience)
- Physical Self-Disclosure Form
- Student Manual (online)

ADMISSION DAY

Upon arrival, you will be checked into the program and meet the Admissions Coordinator to complete the necessary entrance forms. We will thoroughly check all of your belongings to make sure you have what you need, and what is allowed. Anything that is not allowed or considered contraband will be stored and secured in the applicant's storage container along with any other personal belonging such as wallet, cell phone, ID, etc. We will dispose of all paraphernalia or medication that is not approved or adequately labeled.

PROGRAM BREAKDOWN

Admission Phase: The Adult & Teen Challenge program starts with a probationary period of 30 days for the student to adjust to the residential and structured nature of the program. During the first 2 weeks (14 days), there will be no phone calls, mail, or any outside contact of any kind. This acclimation period is a trial period, and at the end of this phase, there will be an evaluation of your effort and progress. The student and the leadership team will decide if they are ready to proceed to the next phase.

Induction Phase: When a student has moved on from the Admissions phase, they will enter the Induction phase. A student can complete the Induction phase in 5 to 6 months. The major themes of the Induction phase are Spiritual Growth and Self Image. To achieve in this phase, you will learn how to follow instructions, have a teachable attitude, and have respect for yourself and others around you.

Training Phase: Training phase is the last half of the program, and it takes roughly 4 to 6 months to complete. The major themes are family relationships and work, and responsibility. The purpose of this phase is to prepare the student for a successful return to society by helping students learn to face everyday stresses and problems appropriately and to show continued growth and stability. The student will also work closely with the Successful Living Director to create a practical, realistic exit strategy.

Successful Living: Upon completion of the one year program, students have the option to participate in the Successful Living Program. Students, with the assistance of staff, have the opportunity to participate in several different avenues within the Successful Living Program.

1. *Student in Transition (SIT):* is defined as a graduate who is in a transition period between graduation and moving out of the centre and their employment is offsite. The purpose of SIT is to stabilize the graduate and help this person transition into a workplace as a godly example.
2. *Second Year Student (SYS):* is defined as a graduate who is in a transition period between graduation and moving out of the centre, who works as a full-time volunteer for the ministry. The purpose of a 2nd yr. position is to stabilize the graduate and help this person focused for their future and develop an exit plan that includes steady employment, a safe home life and a Christian community
3. *Re-Entry Student (RES):* is defined as a graduate who has an exit plan that includes steady employment, a safe home life and a Christian community. This person is wanting accountability from ATCSBC for 18 months following their graduation in order to give them the highest level of success.
4. *Surge Student:* is defined as someone who has the call of full-time vocational ministry on their life within ATC. There is a separate application and process for being accepted as a Surge Student. Each individual will have their own personal agreement with the SLP Dir. and the direct leader of their 6-month term.

WHAT TO BRING ON YOUR FIRST DAY!

Please have the following items available as you enter the Adult & Teen Challenge program:

- Admission fee of a \$1000.00. We accept cheque, debit card, VISA, MC, AMEX or ETransfer.
- Health card, or proof of medical insurance.
- Photo ID or Drivers License (if available).
- Personal money, bank card, credit card (if available).
- A Bible. If you do not own a Bible one will be provided for you.
- Notebook, paper, pens, pencils. (if you do not have these items they will be provided for you).
- Clothing - Church, class, gym and work duties. Laundry is done twice per week so no more than a couple weeks worth of clothing should be brought (all items should fit in 2
 - Dress pants
 - Dresses (length must be no shorter than mid-thigh)
 - Jeans, shorts (length of shorts must be no shorter than mid-thigh)
 - Gym clothing (tank tops must have straps that are 2" wide)
 - T-Shirts (no secular musicians, foul language, suggestive or offensive images)
 - Underwear, bras and socks
 - Dress shoes and sneakers
 - Rain Jacket (best suited for our climate)
- If you choose to bring vitamins, they will be locked in the medicine cabinet and need to be requested daily

WHAT NOT TO BRING!

- Food of any kind
- Tobacco in any form
- Matches or lighters
- Knives
- Cell phones, laptops or tablets, or any devices with WIFI capabilities
- Over the counter medication (unless otherwise arranged and approved by the program department)
- Pictures of people who are not immediate family members
- Protein supplements
- Workout or gym equipment such as free weights, pull up bars, rubber workout bands, etc.
- Books (unless otherwise arranged and approved by the program department)

DAILY SCHEDULE EXAMPLE

At Adult & Teen Challenge of BC we schedule everything a student does in the program. Maintaining and upholding a strict schedule will bring stability to the student's life. There should be no question as to where they should be at any given moment. The program department reserves the right to change the schedule without notice for any reason. Although this isn't a common occurrence, we will always notify everyone involved why the changes were made and for what purpose.

Weekdays

6:00 am	Wakeup
6:30 am	Devotions
6:45 am	Breakfast
7:30 am	Work Experience / Daily Chores / PSNL
12:00 pm	Lunch
12:30 pm	Personal Time
1:00-3:00 pm	Work Experience / Daily Chores / PSNL / GSNL
3:00 pm	Gym
4:00 pm	Personal Studies
5:00 pm	Dinner
7:00 pm	GSNL
8:00 pm	Prayer
8:30-9:30 pm	Time Management
10:30 pm	Lights Out

Saturday

8:00 am	Wakeup
8:30 am	Devotions
9:00 am	Daily Chores
9:30 am	Breakfast
10:00 –12:00 pm	Weekly Chores
12:30 pm	Lunch
1:00-5:00 pm	Visit Day or Free Time
6:00 pm	Dinner
7:00-9:00 pm	Movie or Games Night
9:00 – 10:00 pm	Time Management
11:00 pm	Lights Out

Sunday

7:30 am	Wakeup
8:00 am	Devotions
8:30 am	Chores
9:00 am	Breakfast
10:00 am	Church
12:30 pm	Lunch
1:00-5:00 pm	Personal Time
5:30 pm	Dinner
7:00 pm	Bible Study
8:00 pm	Prayer
8:30-9:30 pm	Time Management
10:00 pm	Lights Out

GUIDELINES FOR ON-SITE VISITS, PASSES AND COMMUNICATION

OVERVIEW

Visits and passes are privileges that need to be earned through a trust relationship with Adult & Teen Challenge of BC. Students are not entitled to automatic phone calls or correspondence with anyone outside of the program unless prior discussion and approval has been consented by the program department. All contacts are screened thoroughly and if deemed appropriate and supportive they will be required to agree to regular communication with the program department at Adult & Teen Challenge of BC. We want the student to have healthy relationships and influence in their lives but we also know that it was their decisions what led them to us in the first place. We strongly consider this when approached with who the student should correspond with outside of the program. The student must understand and agree to work with the program department to create boundaries in their communications until it's determined that they can handle this responsibility on their own.

PHONE CALLS

Each student is given a correspondence sheet with the names, relationships and phone numbers of all approved contacts. There are two levels of contacts. Students are only allowed two phone calls per week (additional calls allowed for mothers with children). Students cannot accept incoming phone calls.

Pre-approved: The student can make phone calls only under the direct supervision of their phase manager. We do this to ensure that the relationship and context of discussion remain peaceful, respectful, and edifying. If the program deems the relationship as too much of a distraction or the relationship itself has deteriorated where it is no longer beneficial for the student, we will meet with the student to discuss establishing healthy boundaries and having them removed from their correspondence sheet.

Approved: This contact is a supportive and trusted confidant of the student. The program has deemed this contact to be a benefit to the student's overall growth and development. At this stage, the student may have private conversations and correspondence.

MAIL

Students will be allowed to write after the second update call from the Admissions department and only to those approved on the student's correspondence sheet.

- All mail incoming and outgoing is read and screened by staff for the proper subject matter, language, contraband, or inappropriate content and themes
- Any letters found to have foul or vulgar language, inappropriate content, or questionable themes will be marked "returned to sender," and the student will not receive it.
- We will turn over any package or letter that contains inappropriate or illegal contraband to the proper legal authorities.
- Mail should be addressed to the student as follows:

Student Name
c/o Adult & Teen Challenge Society of BC
19465 16th Ave
Surrey BC V3S9V2

VISITS

Visits are conducted on the first Saturday of the month from 12:00 pm to 6:00 pm at Patricia Hope House. Only those approved on the student's correspondence list will be allowed on site. Exceptions are children under the age of 18 who are related to the student.

Students must put in a request to have a visitor attend on visit day. Staff will contact the requested visitor and provide the date and time for the visit, as well as providing the guidelines for visitors on the property, as outlined in our Visitor & Communication Policy.

Adult & Teen Challenge BC has a strict policy regarding any form of smoking or vaping on the premises, as well as a non-tolerance drug and alcohol policy. Anyone who arrives on visit day with any of the restricted items will be asked to leave immediately.

Adult & Teen Challenge BC has an open-door policy, which means that nobody is to be behind closed doors at any time for any reason. Visitors must agree to remain in the designated areas only.

Visitors are welcome to bring food, snacks, and beverages if preapproved by the program department; however, they must be consumed on-site during the visiting hours. If you feel led to donate food, please call ahead of time to make those arrangements.

We want visits to be an enjoyable experience for both the student and the visitors. If the student or visitors become agitated, loud, abusive or disruptive, we will cancel the visit immediately, and we will escort the visitors off-site.

PASSES

Passes are a privilege and not a right. There is a general outline for passes below. However, it is essential to remember that this is an outline only. Adult & Teen Challenge of BC does not guarantee that all students will be eligible for offsite passes. Our team of professionals will decide when and if a student would benefit from an offsite pass or outing. Passes may be revoked at anytime as part of Restorative Support. Here are some general guidelines for passes:

- Students are only allowed offsite passes with approved contacts.
- Travel time is not included.
- A student must request all passes in writing through the Program Director two weeks in advance.
- All the program rules still apply while a student is on an offsite pass.
- Passes are intended for the student to accomplish essential tasks such as appointments that they can not usually accomplish while in the program
- A student cannot use drugs, tobacco, alcohol or unapproved prescription drugs
- All students are drug tested upon returning to the program. If a student tests positive they will/can be discharged immediately.
- All passes must have a timeline submitted by the student prior. This hour for hour timeline ensures that the student is held to a strict accountability schedule. Any deviation from this schedule must be approved by both the Program Director and the approved contacts.
- Students must not be late in returning from passes. Returning late may jeopardize the student's next pass or other privileges, or possibly extend his/her time in the program.
- Staff will search students upon returning to the Adult & Teen Challenge of BC for contraband.
- Failure by family members to respect these policies could result in the loss of all future passes or dismissal of the student.

MONTH	VISIT	PASS
1	ONE 4 HR VISIT	NONE
2	ONE 4 HR VISIT	NONE
3	ONE 4 HR VISIT	ONE 6 HR PASS
4	ONE 4 HR VISIT	ONE 6 HR PASS
5	ONE 4 HR VISIT	ONE 12 HR PASS
6	ONE 4 HR VISIT	ONE 12 HR PASS
7	ONE 4 HR VISIT	ONE 24 HR PASS
8	ONE 4 HR VISIT	ONE 24 HR PASS
9	ONE 4 HR VISIT	ONE 36 HR PASS
10	ONE 4 HR VISIT	ONE 36 HR PASS
11	ONE 4 HR VISIT	ONE 72 HR PASS (based on reentry plan)
12	ONE 4 HR VISIT	ONE 72 HR PASS (based on reentry plan)

RECREATION AND TIME MANAGEMENT

RECREATION

As part of the program, recreation participation is mandatory for all students. Recreation is a privilege, not a personal right. The program reserves the right to revoke recreation privileges due to disciplinary action or if you're behind in your studies. Recreation serves as one of the many facets of holistic recovery but should not become the primary reason for your enrolment into our program.

Adult & Teen Challenge does not allow any work out supplements such as but not limited to creatine, protein, whey powder, energy drinks. As recreation sometimes falls under an off-site activity, the following procedures must be followed:

- You will be assigned an accountability partner. You will stay with your partner at all times, including restroom breaks.
- We depart as a group and arrive as a group. Staff will advise departure and arrival times, and it is your responsibility to be on time.
- No talking to anyone who is not in the program.
- No prearranged visits.

TIME MANAGEMENT

Time management is not free time. We define it as time spent on other responsibilities. Just like in real life, your day doesn't necessarily end after work. You may have to mow the lawn, go grocery shopping, or pick up the kids from school. Time management is time spent catching up on your academic requirements, cleaning your dorm and desk, reading, journaling, or praying, and ministering to one another. You are not permitted to be in your dorm for time management. If you have fulfilled all of your responsibilities, then you may enjoy a game, or hang out in the lounge and socialize. Not only will you get a sense of satisfaction from the completion of today's goals and objectives, but you will be able to bask in the freedom of earned downtime. We highly recommend that you bring and wear a digital watch. It will help you set alarms and timers to stay on top of your busy schedule.

EDUCATION PROGRAM

The Education Program of Adult & Teen Challenge of BC 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

- A record of attendance will be taken every day at the start of class.
- All students are expected to be on time for every class session.
- Students will break at scheduled times unless teaching runs over. If teaching runs over into break, all students will break one time for the allotted time.
- The teacher will announce the break time.
- All students should be seated in designated areas when the break time is over ready to resume class.
- Water in a see-through water bottle is permitted at the student's desk. All other forms of drinking or eating in class are not permitted.
- Students should not have snacks on their desks at any time.
- Please use your break wisely by visiting the restroom, fill your water bottle, and addressing any issues with other students or staff members.

GROUP STUDIES FOR NEW LIFE IN CHRIST (GSNL)

When attending group teaching, students should arrive early and be prepared for class. Be considerate of your teacher, pastor, and fellow students by keeping with the following:

- No idle chatter.
- Raise your hand before shouting out comments or questions.
- Do not talk while the teacher or other students are talking.
- No restroom break or water breaks will be allowed once the class is in session.
- Do not get up during class.
- Do not work on written studies, disciplines, or any other assignments during Group Class.

Study guides for GSNL should be completed by the testing date. Completed study guides will be required to take the final tests.

Students who do not complete their study guides on time may have to redo the class from the beginning.

Students will not move from their current phase to the next until all required GSNL study guides are completed. There are a total of twenty-five GSNL study guides with tests in total.

PERSONAL STUDIES FOR NEW LIFE IN CHRIST (PSNL)

Personal Studies for New Life in Christ (PSNL) are discipleship tools that are ideal for small groups, counselling, mentoring, or personal growth. PSNL have helped countless individuals develop a deeper relationship with Christ. These courses teach us how to apply Biblical principles to every area of our lives. PSNL are personalized and help a student with major life themes such as salvation, spiritual and personal growth, self-image, relationships and family, work, and responsibility. A student works on their PSNL in conjunction with their GSNL classes.

The staff will personalize the PSNL contract for each student. We include a set completion date on each contract.

Some contracts may extend longer, depending on the study. If a student does not finish their contract by the expected completion date, for the student to catch up with their work, Adult & Teen Challenge of Central Canada may choose to revoke extra privileges.

Before further studies are issued, the student must complete all prior work; times to work on personal contracts will be regimented.

Memorization of scripture and character quality definitions should be met throughout the contract and not saved for the end.

The staff will assist them in staying on task with every aspect of the contract.

All Admissions students must complete one contract before phase-promoting into the Induction phase. All Induction phase students must complete three contracts before phase promoting into the Training phase. All Training phase students must complete two contracts before graduation, and this includes an exit plan.

STUDENT DESKS AND STUDY AREAS

Each student in our program is assigned a personal desk.

Students are permitted to have on their desk carrels:

- Bible
- journal
- Book for PSNL work
- tissue
- Sermon notebook
- Daily devotional
- Pens, pencils, highlighters, etc
- Pictures of family member
- Note pad
- Recent GSNL & PSNL work
- Water bottle
- Drawings from children

Students desiring to use different Bible translations, concordances, or other study helps should ask permission from the teacher first. This process needs to be done before the starting time of the class. When class finishes, the material needs to be returned to where the student got the study material. This material cannot be left on the student's desk when class is not in session.

Students are not permitted to have the following at their desk carrels:

- clothes
- coffee/tea/juice/milk
- Unauthorized pictures
- snacks
- Finished classwork
- Non-classroom books
- music
- Art supplies

Students are encouraged to bring all finished class material to their rooms, so their desk carrel does not get cluttered. Students who have gotten marks for finished GSNL or PSNL work are encouraged to keep their old assignments in a box or bag under their bed, which make excellent reference material.

During regular class times, students are to work only on designated assignments. Writing letters, drawing pictures, and working on projects unrelated to the classroom is not permitted.

Overall, every student and staff member should do their part in making sure that God's house is handled with the utmost care.

DAILY DEVOTIONALS

Students should be at every scheduled devotional, on time, and with their Bible and journal

While in personal devotions, they may read their Bible or devotional only. No other material (except for their journal) is permitted.

Working on any other work, whether it is class or personal is not permitted during this time.

MONTHLY STUDENT EVALUATIONS

Every month there are student evaluations completed by the program department, which allow the student insight into some issues that need to be looked at for further personal development. All relevant staff participate in this and contribute their unique perspectives based on their interaction with the student. The total average must equal or exceed 75% to be considered a pass.

The staff will share the evaluation results with their students every month. They will discuss highlights and low points and create a plan for the student to achieve a higher potential in their spiritual and emotional growth.

If a student gets below 75% for two or more months in a row and does not show any sign of improvements or growth, they may be suspended from the program

PERSONAL SERVICE PLANS

Personal Service Plans will be created with each student upon arrival into the program, and will be evaluated by the student and staff on monthly basis (or sooner if necessary).

Personal Service Plans will allow the students to determine personal goals in the program, and with the assistance of staff develop a plan to achieve those goals.

These goals can include, but are not limited to:

- Life Skills Development
- Physical goals
- Educational goals
- Program goals
- Relationship goals

Personal Service Plans allow the students to be accountable for their own personal progress in the program, and teaches the student how to set personal goals, evaluate progress and celebrate achievements.

GENERAL WORK EXPERIENCE PROGRAM

INTRODUCTION

The General Work Experience Program (GWEP) at Adult & Teen Challenge of BC is a work-related occupational activity that serves as an instructional method in a vocational experience. This program is to help the students to develop a strong work ethic, self-discipline, identity, and self-esteem while taking an active role in one's recovery. This will also teach our students how to be responsible, productive, and develop personal dignity about work.

GWEP is designed to develop and promote an understanding of job success through supervised work experience. Adult & Teen Challenge staff or a responsible designee of the Adult & Teen Challenge program supervises all job sites. GWEP is an integral part of the program; students do not work for personal wages. All income or revenue generated helps offset the cost of living and program expenses. For a comprehensive insight into where our money goes, please call the head office at (604) 575-3930 ext 1.

WORKPLACE PROTOCOL

Our purpose for being on the job is to complete our contractual agreement with efficiency and excellence. While at work safety should be a top priority. No horseplay, recreation, or the use of vocational partner's property or facilities for personal enjoyment is permitted.

Students are not to develop personal relationships with individuals employed by or a volunteer of any of the vocational partners that Adult & Teen Challenge of BC works for. Students should always be courteous while remaining focused on their work.

The staff must approve any changes in assigned responsibilities.

Money should never be accepted as a tip or reward for a job well done.

If you are unable to work long term due to health reasons, a doctor's notice will be required after missing 3 days in a month. If you are unable to work long term due to health reasons, you may be asked to recover off campus on a medical suspension. Once cleared by a medical professional, you may reapply to the Adult & Teen Challenge of BC program. Participation in the General Work Experience Program is a requirement for the completion of the program.

The purpose of work here is to learn a healthy work ethic. A healthy work ethic will help you in future jobs and workplaces.

Work Experience, either on or off site, will adhere to the Employment Standards Act of BC. Length of shifts and breaks will comply with their regulation.

You will be provided with the necessary training to participate safely in any Work Experience on or off site. The students at Patricia Hope House receive certification in both WHMIS & Foodsafe Level 1 during their program.

Students will be provided the necessary work attire and PPE specific for each work site.

DAILY CHORES & RESPONSIBILITIES

Daily Chores

Patricia Hope House is indeed a home for our students, and part of the experience here is participation in daily chores and responsibilities that help with the running of the facility. Each student is responsible for daily chores that maintain their personal living areas, as well as chores that involve the general upkeep of the common living areas at the home.

Personal Chores: Each student is responsible for the cleaning of their bedrooms and washrooms as well as their personal laundry. Cleaning supplies are provided, and the instructions are clearly outlined in the Chores & Responsibilities Binder. Daily chores are to be completed at the specified times in the schedule.

- Bedrooms and washrooms are to be cleaned and tidied daily.
- Surfaces are to be kept clear of any items, clothes are to be folded into drawers or hung neatly in the wardrobe.
- Floors are to be swept and/or vacuumed.
- Beds are to be made and nothing is to be left on top of the bed.
- Laundry is to be done according to your assigned schedule. Personal bedding, towels and washcloths must be washed weekly.

Group Chores:

- Each student is expected to assist in clean up after meals. Tasks will be assigned by the kitchen lead, and each student will assist with the clean up until it is complete.
- Gardening
- Lawn Maintenance

Responsibilities

The regular maintenance of the home is divided into different responsibilities that are assigned to the students and rotated on a monthly basis. Time for the completion of each of these responsibilities is included in the daily schedule. Responsibilities include, but are not limited to:

- Meal preparation: Once a student has completed Foodsafe Level 1 they will be assigned the responsibility of preparing a designated meal. The menu is created by our Kitchen Lead and has been reviewed and approved by a Registered Dietitian. The student will have the assistance of the Kitchen Lead as needed.
- Snacks and Coffee: There are 2 snack breaks in the course of the day, and 1 student is assigned the responsibility of preparing the snacks and cleaning up.
- Vacuuming
- Garbage & Recycling
- Sanitizing: High contact surfaces are sanitized as needed.
- House Laundry: All the dishcloths, dish towels, aprons, etc. are washed separately and are cleaned on a daily basis.
- Kitchen Lead: Works with assigned staff and volunteers to create a weekly menu and to prep meals for the coming week. Kitchen Lead is also available to assist students who are assigned to a designated meal, if they have any questions or need help in the kitchen.

Participation in Daily Chores and Responsibilities is an expectation of the program, designed to teach students how to manage their time effectively, learn new skills, work cooperatively with other students, care for personal belongings, and to develop a healthy work ethic. Participating in these activities allows the students to have a sense of ownership and responsibility for their environment.

EVENTS

Adult & Teen Challenge of BC has numerous fundraising events throughout the year. It can be an enjoyable thing for the students to participate in if they are doing well in the program. The Program Director will give final approval on whether a student participates.

RULES & GUIDELINES

Adult & Teen Challenge of BC has created policies which serve to protect the health, safety and rights of both our staff and students. When a student chooses to participate in the program at Adult & Teen Challenge BC they are agreeing to follow the terms of those policies while in the program, which are often referred to as Rules and Guidelines.

The Rules and Guidelines for Adult & Teen Challenge BC can be viewed in detail in our policies as well as in the Occupancy Agreement, but here is a basic summary of the guidelines, which addresses some of the most frequently asked questions about our program:

1. Adult & Teen Challenge of BC is a Christ-centered discipleship program, and the educational material and all aspects of the program are based on this foundation.
2. Students must participate in every component of the educational program (PSNL, GSNL, Class, Chapel, Work Experience, Chores & Responsibilities, Recreation, Events, etc.)
3. Adult & Teen Challenge of BC has a strict no-tolerance policy for Drugs and Alcohol (including smoking, vaping and cannabis). Possession or use of any of these substances is grounds for immediate dismissal.
4. Students are to refrain from cursing, coarse language, negative jesting or joking.
5. Fighting, stealing, or threatening is grounds for immediate dismissal; this includes but is not limited to horseplay, nicknames, wrestling, punching, threatening in a joking fashion, or making racial comments.
6. Possession of knives, matches, lighters, solvents, glue, pornography, drug paraphernalia, playing cards, or any other unapproved item is prohibited.
7. Students are to refrain from speaking about street life, drugs, or use street slang. The discussion of previous lifestyle and struggles is to be kept within confines of classes, counselling or mentoring and should not be discussed between students.
8. Students are not to leave the campus without permission from staff, and must be accompanied by a staff, designated volunteer or approved contact.
9. Students are not allowed in any bedroom other than their assigned room.
10. Shared time with other students is to happen in the common areas of the campus – living room, chapel, dining room, and the garden.
11. There is no sharing or selling of any personal items – clothing, shoes, toiletries, etc.
12. Students must follow the schedule set before them without excuse or complaint.

Having looked at this quick outline of the Rules & Guidelines, the following information will provide more details of the day to day schedule and expectations of the student.

ROOMS

Rooms are shared accommodations within the residential program. Please follow the following guidelines:

- You are responsible for the cleanliness of your room.
- Your bed must be made every day as soon as you wake up before morning devotions.
- Clothes are to be neatly folded into drawers or hung in your wardrobe.
- Shoes are to be placed neatly in your wardrobe.
- Any other personal items (purses, bags, etc.) must be kept in your drawers or wardrobe.
- Nothing is to be kept on your bedside table except a lamp, tissue and your bible & journal.
- Students are not allowed to go through other students' belongings.
- The garbage must be emptied as per schedule (daily unless otherwise noted).
- Laundry is to be in the laundry basket.
- No items may be kept on top of your bed.
- Towels are to be hung on assigned hook, not on the bed or chair.
- Students are to stay out of other students' rooms.

WAKE UP & PREPARATION FOR THE DAY

Wake up time is 6:30 am unless otherwise noted on the weekly schedule.

- You are required to be out of bed 5 minutes after wake up time.
- You are required to perform personal daily hygiene (washing, deodorant, brushing teeth, etc.)
- You are to shower during your scheduled shower time.
- There is a limit of 15 minutes for your shower.
- You must be ready for the day (clothes on, showered, etc.) before devotions.

SICKNESS

If you are sick, it is your responsibility to inform the staff on duty. The staff can then decide on the next course of action.

Adult & Teen Challenge of BC may discharge the student from the program for any illness or injury that requires bed rest for a period longer than two (2) weeks. This discharge may have stipulations depended on the circumstances. These requirements will be submitted to the student in writing before being discharged

If you require bed rest for more than two (2) days, the student must provide a note from the doctor.

All prescriptions and over the counter medication are the financial responsibility of the student.

WHAT IS A SICK DAY?

A sick day is a day of rest and recuperation. We know that sometimes sickness and injury are unavoidable. Please observe the following procedures when asked to take a "sick day."

- You are required to self isolate in your room or the room of the staff's choosing.
- You must remain in your dorm at all times except in an emergency.
- A person will bring food and water up to you.
- You may work on any class assignments if you feel inclined to do so.
- Staff will periodically check up on you.
- If you are feeling better you may come out of your room to inform staff, and a decision will be made whether to allow the student back in to regular program or to continue the sick day until the following morning.

DRESS CODE

Class Attire: Blue jeans, knee-length shorts, sweater, T-shirt, tank tops three inch width on shoulder, leggings with long shirt that covers to mid-thigh, exercise clothes are acceptable. Pj's are not okay in class.

Work Experience or Chores: Jeans, dress pants or cargo pants, mid-thigh shorts, Teen Challenge Logo sweat shirts or T-Shirts or plain t-shirt and proper shoes for work detail (running shoes or work boots, closed toed shoes).

Off Property Activities: Blue jeans (no rips/holes), T-shirt, sweater, proper footwear, leggings if shirt goes ½ way down thighs. Will always need to be checked by staff.

Sunday Morning Dress Code: Dress slacks, skirt, dress, sleeved dress blouse/shirt, dress shoes, leggings if shirt goes ½ way down thighs. Will always need to be checked by staff.

Sunday Evening Dress Code/Chapel: Casual slacks, casual shirts, clean-pressed jeans (no rips/holes), casual shoes, leggings if shirt goes ½ way down thighs. Will always need to be checked by staff.

Hats/Sunglasses/Hoods: Hats, Sunglasses and hoods are not to be worn in the building.

Piercings/Hair: We request that all facial piercings be removed prior to admission (clear posts may be acceptable). Hair color is to be a natural tone.

The standards for dress are modest, conservative, neat and clean. Clothing should not be revealing, tight fitting, or excessively baggy. Skirts and dresses are to be knee length or longer, and slits no higher than knee length. Shorts are to be no shorter than knee-length. All shirts, sweaters, and blouses must appropriately cover the chest and midsection areas. Pants that are worn are not to reveal undergarments while standing or bending over.

Shoes are required for all activities except sleeping, and showering; shoelaces are to be tied up at all times.

Frayed or torn clothing may only be worn when engaged in work activities that could ruin the student's clothing.

Students must wear appropriate winter attire during cold weather.

OFFICE & STAFF AREAS

Students may not enter any office without prior approval. Please knock if the door is open. If the door is closed, do not knock on the door unless it's an emergency.

Students are not allowed in staff quarters at any time for any reason. We have staff who live on site and their personal areas are off limits to students at all times. This includes their bedroom suite, kitchen, and washroom.

The live-in staff are not to be engaged while off shift. Do not knock on their door or seek them out for any reason. See staff on duty for any questions or concerns.

MUSIC & INSTRUMENTS

Christian music is the only music allowed to be played at the women's centre, in vehicles and at work sites. No exceptions.

Students will not have personal music during Admissions and Induction phases of the program. Once a student enters the training phase they will be allowed to have approved music downloaded onto their digital device and will be allowed to listen to the music during times and activities designated by the staff (chores, work experience if allowed, etc.)

If you own a musical instrument such as a guitar, you may keep it in your room or the chapel and play it during time management in the chapel.

CHAPEL

No food or beverages will be allowed in the chapel

Students are allowed to have a water bottle only.

Students may not talk, pass notes, write letters, read books, work on class material, or sleep during chapel. During chapel service, 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.

Please give the speaker your undivided attention.

Do not get addresses from or give addresses to the chapel speaker or other guest participants.

Everyone is expected to be at the chapel service on time.

Remember to bring your Bible, Sermon Notebook, and a pen to chapel.

Please follow the appropriate chapel dress code.

It would be best if you used the washroom before or after chapel time. If you absolutely must use the restroom quietly, ask permission from a staff member.

Students must not leave the chapel area without permission from a staff member.

CHURCH

On Sunday morning, students must be ready and fully prepared to leave for church at the scheduled time.

Once at church, you are to go directly to the sanctuary as a group and remain in an attitude of prayer.

You must remain with your buddy during the duration of the service. No one is to be alone at any time.

Students will sit together as a group with a staff member.

Staff may move the students around to help with demote chatter.

Do not talk to members of the opposite sex.

You may sit with family only if previously arranged with staff.

When the service is over, please stay seated and wait on direction from a staff member.

When instructed, proceed promptly to the exit.

Bring your Bible, Sermon Notebook, and pen to every service. All students are required to take notes in church.

Do not raise your hand as a first-time visitor or to receive information from the church.

You may not have any coffee or snacks unless directed by staff on duty. DO NOT ask. If offered coffee or snacks by church members, politely decline.

Follow the appropriate dress code.

Do not take any brochures, books or other items from the church, even if offered to you. If you are unable to politely decline immediately take what you have been offered to the staff on duty.

We arrive at church together, and we leave the church together.

RESTORATIVE SUPPORT

Adult & Teen Challenge is a program of strong work ethics and focused discipline. We understand that these things can be hard; however, the benefit is they help build character.

Any inappropriate behaviors which include the breaking of written rules, policies, or failure to take direction from staff, will result in corrective action. Correction may include self-evaluation, character quality assignments, writing projects, extra work duties, loss of pass or visits, or loss of other privileges. Severe or repeated inappropriate behavior can result in extensions to the program, suspension or complete dismissal from the program.

It is essential to realize that correction is not a personal attack on you. It is actually to help you! So embrace it! It is also important to learn how to own your part in life, take responsibility for your actions and feelings, and stop blaming others!

STAGE 1

A stage 1 offence is a breach in the rules or a behavior or action in which a self evaluation is assigned.

Self Evaluations: A self evaluation is an opportunity for the student to examine the means and motives behind a particular behaviour. Students follow an outline which leads them through self examination and evaluation of their actions and how it has impacted themselves and the environment around them.

STAGE 2

A stage 2 offence is a breach in the rules or a pattern of behavior or actions in which the student is given a self evaluation and a Character Quality assignment.

Character Quality Assignment: A written assignment which addresses the specific areas of growth needed to correct the pattern of behavior or actions.

STAGE 3

A stage 3 offence occurs when there are repeating and frequent breaches against the rules and ongoing patterns of behavior that have not been corrected in stage 1 and stage 2. Staff will work closely with the student to determine the root causes of the repeating behavior that is hindering the student's growth. A restorative support plan will be implemented and may include, but is not limited to:

- Self Evaluation
- Character Quality Assignments
- Additional Studies
- Limited or no visits or passes
- Limited or no social activities
- Limited or no recreational activities
- Limited or no treats or sweets
- Additional chores

The restorative support plan will be written out in detail in the student's Personal Service Plan. The student will meet with staff to discuss the implementation and changes to their program. If the student is uncooperative and chooses not to submit to the plan, they will be choosing to leave the program. This will result in a student initiated discharge from the program.

The program department will conduct a weekly review of the student's progress and will make adjustments to the restorative support plan and personal service plan as needed.

STAGE 4

These are offences which require immediate suspension or dismissal from the program as they violate core policy and the student agreement.

Suspension: A suspension is a 30 day removal from the program at the discretion of the Program Director with a written understanding that the student may reapply to the program if they have upheld all aspects of the written understanding. The understanding may include, but is not limited to:

- Abstinence from drug and alcohol use during suspension.
- Remaining connected through weekly calls.
- Participating in a course or program in the community.
- Conducting a self evaluation of the situation which initiated the suspension.
- Meeting with the Program Director.

Upon suspension students must take all their belongings with them as outlined in the Exit & Discharge Policy.

Readmission to the program will be considered after evaluating the student's readiness to return to the program.

Dismissal: If a student is being dismissed, staff will follow the discharge procedure according to the Exit & Discharge Policy. See Discharge Procedure.

DISCHARGE PROCEDURE

DURING BUSINESS HOURS

Students deciding to leave during business hours will be processed between 9:00 AM - 5:00 PM, Monday to Friday.

They will have a family member or designee contacted by the program department to inform them of the student's decision to leave the program.

They are requested to contact their family member or designee to communicate that they are leaving.

They are required to take all of their belongings at the time of departure. Adult & Teen Challenge of BC will not send them at a later time. Any items left for more than 7 days becomes the property of the Adult & Teen Challenge of BC.

They will be transported by Adult & Teen Challenge of BC to the airport, bus station or the closest available shelter.

AFTER BUSINESS HOURS

Students deciding to leave after business hours will be responsible for securing their transportation.

They will have a family member or designee contacted by the program department to inform them of the student's decision to leave the program. Adult & Teen Challenge may choose to communicate at the time of the departure when possible, but no later than the next business day.

The student is requested to contact their family member or designee to communicate that they are leaving.

The student will be asked to pack their belongings and depart the campus immediately. They are required to take all of their belongings at the time of departure. Adult & Teen Challenge of BC will not send them at a later time. Any items left behind becomes the property of Adult & Teen Challenge of BC.

The police will remove any student refusing to leave the premises when dismissed.

If a student returns to any building, without an appointment, he will be considered trespassing.

Adult & Teen Challenge is not responsible for, nor will we replace, any missing or damaged items belonging to the student if he does not carry his belongings with him at departure.

We will make every effort to accommodate a student's departure during office hours.

We will not allow the students poor choices to alter the program schedule for other students or become a crisis or distraction to the rest of the student body.

STUDENT RIGHTS

You do not waive your rights as a citizen when you enter Adult & Teen Challenge. Our facilities recognize the right to confidentiality. None of this chapter is intended to either contravene or violate applicable federal, provincial, 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, provincial, 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 the Adult & Teen Challenge Program. 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 abuse by another student, staff, or volunteer.

You may phone the Police (911) at any time to report what you believe to be abusive treatment. Any action that is deemed criminal in nature should be reported to the police immediately.

Adult & Teen Challenge Society of BC is registered with the Assisted Living Registry. If there is a health or safety concern they may be contacted at any time:

Assisted Living Registry

Phone - Toll Free in BC – 1.866.714.3378

Email - hlth.assistedlivingregistry@gov.bc.ca

Mail - PO Box 9638 STN PROV GOV, Victoria, BC, V8W 9P1

If there is a complaint or grievance directed to the program or any staff or volunteers of Adult & Teen Challenge Society of BC, they are to be filed 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 give it to the Program Director or her designee for review. You will be able to meet with the Program Director or her designee at some point in the investigative process to discuss the complaint or grievance's details.
- 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.

ADDENDUM

The Adult & Teen Challenge of BC Patricia Hope House handbook, rules, and guidelines therein are adhered to and enforced by all Adult & Teen Challenge of BC staff. However, these rules do not limit staff in certain circumstances, from making exceptions or the Program Director from making general changes. The Program Director may revise this handbook at any time.

For revisions and latest handbook, please email your nearest Adult & Teen Challenge Director.

Please note that revised versions of this handbook make all previous versions obsolete.

Updated 2020.