



STUDENT HANDBOOK

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INTRODUCTION

Rules and policies may be summarized by the following:

1. Respect for yourself.
2. Respect for others.
3. Respect for property.

The rules and policies of Primrose Hill Adult and Teen Challenge serve several purposes.

1. They provide for a structured environment, necessary to accomplish the goals of this ministry.
2. Rules create a positive and safe environment. By minimizing negative input and elements that might create temptation, rules create a situation where you can feel safe to overcome your addiction and deal with the real issues you need to face.
3. Upon arrival, we search all bags. Any magazines, books, CD's, DVD's, electronic devices or players (computers, cell phones, iPad, iPod, audio and/or video devices), any product containing alcohol (toiletries, fragrance, mouthwash, hand sanitizer) will be taken and sent home with the person who brought you. Items that need to be shipped, will be at the student's expense.
4. You cannot just expect not to do drugs and make no other changes to your lifestyle. Self-discipline is a lifestyle. A structured environment should help you adopt constructive behaviors that you continue once you leave the program.
5. By setting a high standard for yourself, they will help you develop a better sense of self-worth.
6. You have authority over yourself and your children. You do not have authority over the other students.

Do not allow the rules to be your focus or to be your downfall. Rules cannot transform your life. Transformation can only be done internally by the Holy Spirit through your relationship with Jesus. As you grow in your relationship with the Lord, spiritual strength will form a person of integrity and character that will far surpass outward conformity to written rules.

CONDUCT

1. All incoming mail, addressed to a student, will be opened and read by the director or a designated staff member before the student receives it. Outgoing mail will be read, as well. All mail must be written in English.
2. Obedience to staff is required at all times. Disrespect for staff will not be tolerated.
3. Participation in all scheduled and announced activities is required. When a student leaves a scheduled event or leaves the campus without permission, she will be considered as having left the program.
4. Punctuality for all scheduled and announced activities is required, even if no staff member is present.
5. When you have a need or question, go to the staff member on duty. Do not go to the residence of an off-duty staff member.

6. Do not use one staff member in opposition against another. If one staff member tells you to do something, do not go to another staff member to get your way.
7. The use of tobacco, drugs and alcohol in any form, is prohibited.
8. Gum is not allowed at any time.
9. Cursing, vulgar conversation or excessive talk about your past, before coming into the program, is prohibited.
10. Do not talk to other students about leaving the program. When a staff member hears of you threatening to leave, you will be sent to your room with your child(ren) immediately. You will remain there until you leave. You will be provided with bags to pack. When you leave, you must take all your belongings with you. Anything left will be donated to charity. You must also fill out and sign the discharge papers. If you walk out without being processed, your legal documents will be mailed to your permanent address or next of kin.
11. Beyond casual greetings, any conversation, flirting, exchanging personal contact information or writing notes to men and women is prohibited. Personal contact information is prohibited from being given to anyone outside of the program.
12. Respect each other's personal space. Horseplay, excessive or unwanted physical contact is prohibited. Violent behavior is grounds for immediate dismissal.
13. No tossing, swinging a child by the arms or picking up a child by one arm. No child may pick up another child.
14. Student money policy:
 - a. All student money will be deposited and locked in a safe place.
 - b. A student will have access to money, as needed.
 - c. A student will not have any money in her possession for any reason other than allowed by staff. Change and receipts equal to the amount given must be turned in to the staff member.
 - d. Check sent for a student's personal account must be made out to Primrose Hill Adult and Teen Challenge.
 - e. It is recommended that no more than \$75 be in a student's account.
 - f. PHATC is not responsible for lost or stolen money.
 - g. Borrowing from another student or staff member is prohibited. If a student chooses to give anything to another student, this must have the written consent of both students.
15. Taking another student's property, without their permission is prohibited.
16. The center director must approve all reading material brought in from outside of PHATC. Signing up to receive literature is prohibited. All CD's and DVD's must be approved by the center director.
17. A student is permitted to be outside of the house for the following:
 - a. Assigned chores
 - b. Playground duty
 - c. Leisure time, if approved by staff

No student is permitted out of the house, without a staff member, after dark.
18. Littering is prohibited. Do not leave litter in vehicles. No food or drinks are allowed in the PHATC vehicles, unless approved by a staff member.
19. Students are not allowed to leave the property unless they have staff approval and are signed out.
20. Students are not permitted to do another student's work, including volunteer activities, without permission from the staff.

GENERAL HOUSE RULES

1. All student's belongings will be searched by a staff member upon arrival.
2. Knock before entering staff offices. Enter with permission, only.
3. Immediately report facility or property damage to the staff.

3. All students must sit together in the area designated by the staff. Students must always stay with the group or have an accountability partner with them.
4. Remain in your seat and face the front.
5. Walking around and talking without permission is prohibited.
6. Initiating conversation, flirting, exchanging contact information or writing notes to anyone, especially men, is prohibited.
7. Use the restroom before the service begins. No one will be permitted to use the restroom during the service unless it is an emergency.
8. When family members visit, for church services, you may not sit with them or visit with them unless you have permission from the staff.
9. Public sharing of testimony must be cleared with the staff before the service.
10. Do not fill out visitor information cards.
11. All literature or electronic media is for PHATC and not the individual student.

CLOTHING AND APPEARANCE POLICIES

1. All clothing must be modest. The definition of modesty is determined by the director. No tight or see through clothing is permitted.
2. Clothes should be neat and clean with no holes or stains.
3. All clothing must be loose fitting with the ability to pinch one inch of fabric and no panty lines showing.
4. Bras, with no straps showing, and panties, no thongs, must always be worn.
5. Shirts and tops:
 - a. You are permitted to wear plain or Christian graphic tee-shirts only.
 - b. Tops with straps must be at least 2 inches wide.
 - c. Shirts are to be buttoned to the second from the top button
 - d. No cleavage showing.
6. Skirts and dresses:
 - a. Dresses must be modest with no cleavage showing.
 - b. Skirts must be to the knee.
 - c. Slits in skirts may not go above the knee when standing up.
7. Leggings and tight pants may only be worn with a top that covers the buttocks.
8. Shoes must always be worn.
9. Hats and sunglasses may not be worn in the house.
10. Be fully dressed when leaving the bedroom area.
11. Body piercing jewelry is not permitted except for modest earrings, one in each ear lobe.

Chapel, class and mealtime

1. Casual shoes are acceptable. No slippers. Laced shoes must be tied.
2. Jeans, slacks, capris or cropped pants can be worn.

Work therapy

1. Nice shirts or T-shirts must be worn. Change out of work clothes for meals (unless staff permit otherwise).
2. Jeans or appropriate work clothes must be worn.

Evenings and recreation

1. Warm-ups/sweats are allowed if they are neat and clean with no holes.
2. Shoes or sandals.
3. Loose-fitting shorts (3" above the floor when kneeling) may be worn from May 1-September 30.

Church services

1. Dress clothes are required.
2. No flip flops.

Personal hygiene

1. Neat, clean appearance is always required.
2. Hair must be styled neatly. Changes in style and color must have the written permission of the director.
3. Shower daily. Shower time is limited to ten (10) minutes.

PHYSICAL HEALTH POLICIES

1. Students with ongoing medical needs must report them to the director before entering the program so that an action plan for meeting those needs may be implemented.
2. Students who develop physical problems while in the program, should immediately report them to the staff on duty.
3. Students who are ill, may request prayer, according to James 5:14.
4. Medical appointments, that are deemed necessary, may be made by filling out the "request form".
5. A staff member will take the student for the appointment and remain with them throughout the appointment.
6. Students are responsible for all medical bills. A student that does not have financial means, will be taken to the county medical facility.
7. All medication will be locked in the medication room and will be made available to the student as prescribed. *It is the student's responsibility to take medication as prescribed.*
8. Students who require dental work are responsible to have sufficient funds available before going to the dentist.
9. A student who wakes up and is not feeling well, must get up and prepare for the day on a regular schedule. If, after being up for 30 minutes, she feels that she is too ill to participate in the program, she must request permission from the staff to remain in bed for the day. Her meals of broth, crackers and water will be brought to her by a staff member. After 7 sick days, one week will be added at the end of your program time.
10. When a child is ill, has been evaluated and needs to stay in the room, the child must remain in the room all day. The child will receive a diet consistent with his or her illness. Mom will remain with the child and is encouraged to do classwork while the child sleeps.
11. Students with health problems that require doctor appointments, hospital stays or a long healing process, will need to go home until they can participate in the program. They will need to reapply to return to the program.
12. PHATC does not discriminate against those who are HIV positive in the admissions procedure. Because a large number of IV drug users have been infected by HIV at any given time, there may be students in the program that are positive. We do not require students who are positive to inform other students in the program of their HIV status.

LEGAL MATTERS

1. Students must receive permission to discuss legal issues from the proper authorities, before entering the program.
2. Students must inform the director regarding parole, probation or any court requirements.
3. If a student is on probation, a local probation officer will visit, according to prescribed schedule.
4. If a student is required to make a court appearance, they must complete Personal Studies for New Life, project 303, Go See the Judge.
5. Court appearances are not for personal matters, unless subpoenaed by the court.
6. Legal assistance:
 - a. PHATC does not provide legal services.
 - b. When legal assistance is necessary, the director will assist in procuring legal aid if the director believes that it would not adversely affect the student's program.
 - c. Students will bear all legal aid costs.
 - d. PHATC is not responsible for any legal repercussions that may occur if a student is dismissed or leaves the program.

DISCIPLINE POLICY

Students agree to abide by the rules and policies when they enter the PHATC program. Discipline policies apply to those students who violate the rules and policies. Violations will result in being given a violation notice. A staff member may write a violation notice after thoughtful consideration of the situation.

When a notice is given, the staff member will:

1. Explain to the student why the notice is being given.
2. The notice will be signed and given to the director.
3. The director will issue the appropriate consequence.
4. Continued violations may require dismissal from the program.

Discipline may include:

1. Loss of privileges.
2. A talking fast for a designated time.
3. Free time may be replaced with a work or writing assignment.
4. A student may be dismissed from the program for any of the following reasons:
 - a. Continued non-compliance of rules and policies
 - b. No positive change or growth
 - c. Rebellious conduct
 - d. Failure to maintain a teachable attitude
 - e. Possession or use of tobacco, alcohol or drugs in any form
 - f. Talking to another student about leaving the program
 - g. Refusing to participate in scheduled activities
 - h. Creating strife and discord within the program or talking negatively about the program to others
 - i. Having sexual relations/activity with other students or staff
 - j. Sexual abuse or harassment
 - k. Threats of bodily harm
 - l. Physically striking another person
 - m. Violent or abusive behavior
 - n. Deliberate destruction of facility equipment or property
5. Discipline will not involve any of the following:
 - a. A student will not be detained against her will.
 - b. If a student is required or volunteers to leave the program, discharge procedures will be followed.
 - c. Corporal discipline is strictly prohibited.
 - d. Discipline of a student does not benefit the staff member personally in any manner.
 - e. Withholding basic food for disciplinary purposes is prohibited.

NICOTINE OFFENSES

1. First offense
 - a. You will write a three page, both sides, report on the character quality of self-control.
 - b. You will receive only one 10-minute call per week for the next four weeks of eligibility.
 - c. You will miss your next scheduled visit.
2. Second offense
 - a. 30 days will be added at the end of the program.
 - b. You will miss your next two scheduled visits.
 - c. You will receive one 10-minute call per week for the next four weeks.
3. Third offense
 - a. 60 days will be added to the end of the program.
 - b. You will receive only one 10-minute phone call for the next four weeks of eligibility.
 - c. You will miss your next scheduled visit and will surrender your next pass.
4. Fourth offense
You will be dismissed from the program.

EDUCATIONAL DISCIPLINE

If you do not complete each contract by the stated deadline, you will be placed on academic discipline until you are current.

DISCHARGE

If you wish to leave the program, notify the staff and follow these exit procedures:

- Leave during office hours, Monday -Friday, 8:00 am-4:00 pm.
- If you are leaving the program, you must go to your room and stay there until departure.
- You will be permitted to make one phone call to your family.
- We will provide a ride to the bus station to purchase a ticket to go home.
- Take all your possessions with you. Anything left behind, will be kept for 30 days. After 30 days, they will become the property of Primrose Hill Adult and Teen Challenge.

POLICIES & PROCEDURES REGARDING OUTSIDE COMMUNICATION, VISITS, PASSES & OUTINGS

All privileges will be monitored by staff.

Letters, calls, visits and passes are allowed to and from immediate family and a pastor only. Immediate family includes parents, grandparents, siblings, husband and children. Common-law husband and boyfriends are not considered immediate family.

- **MAIL**

1. You must be in the program for two weeks before you can receive mail.
2. Letter writing is approved to immediate family and pastor only.
3. All letters will be read and reviewed by PHATC leadership prior to you receiving them.
4. Letters, both incoming and outgoing, must provide address and phone contact information.
5. All outgoing mail is to be unsealed and stamped.
6. Money received will go directly to the designated account.
7. Mail will be distributed by staff.
8. Any correspondence or package received that is considered suspicious of being counterproductive, will be destroyed. Any prohibited items will be confiscated and sent home on the next visit day.

- **PHONE CALLS**

1. You must be in the program for two weeks before you can make a phone call.
2. Upon your arrival, you may make one phone call to family or your probation officer to let them know that you arrived safely. Phone calls to your probation officer are excluded from your phone call limitations but must be approved by the director.
3. One twenty-minute phone call per week to approved immediate family or pastor.
4. All phone calls are monitored by staff.
5. If the mother has other children not present at PHATC, they may make an additional five-minute call to each child once per week. These calls start the first week of entry to reinforce the mother's bond with her children while away.

- **FATHER TO CHILD WHEN MOTHER IS NOT MARRIED TO FATHER**

1. Father must be on the birth certificate
2. Mother must approve of contact, in writing, which will be placed in the phone log and file.

3. Fathers must be entirely appropriate, loving and kind to his children. If he is not, the call will be immediately terminated and contact reassessed.
4. Call time with child is five minutes, twice a week, as approved by PHATC director.
5. Child may receive mail from birth father.
6. Visits and communication will be determined case by case by PHATC director in discussion with mother.

- **VISITS**

1. Visits are on the first and third Saturdays of the month, from 10:00 am to 4:00 pm.
2. You must be in the program for a minimum of one month before you are permitted to receive a visit on the next scheduled visitation day.
3. Only approved family members and pastors may visit.
4. Fill out a request form to submit to the director. All visits must be approved by the director a minimum of three days before the visit.
5. Your family are not be in the bedrooms or in any undesignated area.
6. Visitors must report to a staff member upon arrival. They must sign in at the beginning and out at the end of their visit. They must enter through the front door.
7. The only way a boyfriend may visit, is if he is the father of your child and the child must be present along with an approved chaperone.
8. Any visiting children must always be supervised by your visitors. PHATC assumes no responsibility for the safety or wellbeing of your visitors while they are on the premises. If property is damaged, you are responsible.
9. Visits must take place in the designated area. You are not permitted to go to your visitor's vehicle.
10. You are not permitted to be on any of your visitor's electronic devices.
11. Any food donation must be for the general student population. All other food must be consumed during the visit or taken back home with your visitor. Food must be consumed in the designated area. You are responsible for cleanup.
12. Any packages brought to you by visitors, must be give directly to the staff member on duty. Any prohibited items will be given to your visitor and returned to their vehicle.
13. Gifts given to you must be approved by the staff member on duty. Any money given to you must be given to the staff member to be put in the designated account.
14. You may not visit with another student's visitors.
15. We reserve the right to ask a visitor to leave if they are not following PHATC guidelines.
16. Visitation privileges may be withdrawn at any time at the discretion of the director.

- **PASSES**

1. **All passes**

- Each student must fill out a request form to be considered for a pass.
- All passes must be approved by the staff a minimum of three days before the pass.
- Passes are granted only if the environment of your visit is deemed safe by the director.
- Staff on duty must approve departure when your guest arrives. The party picking the student up must check in with the staff and sign the student out.
- If complications hinder your being on time, call the center. Failure to return on time, may result in disciplinary action.
- Upon returning to the center, immediately report to staff on duty before proceeding to your room. All bags must be checked by the staff member on duty.

2. Day passes

- All passes are given at the discretion of the director.
- You are eligible to request a day pass, 10:00 am-4:00 pm once a month, beginning in the 4th month. This pass may only be taken on a visit day, the first or third Saturday of the month.

3. Weekend passes may be taken in the 8th, 9th, and 11th month.

- Weekend passes are from Friday 4:00 pm until on Sunday 4:00 pm.
- Your weekend pass must be taken on a scheduled visit day, the first or third Saturday of the month.
- If you use a weekend pass you will forfeit your day pass for the month.
- Only a certain number of students can take weekend passes at same time. It is up to staff discretion to approve weekend passes accordingly.

4. You are eligible for a weekend pass in the 7th month and a week pass in the 10th month.

- The weekend pass begins at 4:00 pm on Friday and ends at 4:00 pm on Sunday.
- The week pass begins at 4:00 pm on Friday and ends at 4:00 pm the following Friday.

• PHATC GROUP OUTINGS:

1. This time may include going to stores and recreation.
2. You will be in a group with PHATC.
3. Do not separate yourself from your accountability group. Student money rules apply.

• LIFE COACH PASSES

1. In month 4, students are permitted to be off campus once per month for up to 2 hours with their life coach.
2. Students must fill out a request form.

**Under extenuating circumstances, the staff may make exceptions to privileges.*

GRIEVANCE POLICY

• Another student

1. If you have a grievance against a fellow student, read Matthew 18:15-20 and Galatians 6:1.
2. Follow the procedures outlined.
3. If the situation is not resolved, approach a staff member, and explain the situation to her.
4. If the situation is still not resolved, go to the director. The director's decision will be final.

• Confrontation policy

The following violations are exceptions to the grievance policy and should be immediately reported to the staff member on duty. If it is discovered that you know of these violations and did not report them to the staff member on duty, you will be considered a willing party and will be considered for disciplinary action.

- Use of tobacco, alcohol or drugs
- Threatening a staff or student with physical harm
- Violent or abusive behavior
- Willful destruction of property
- Sexual misconduct or harassment

• Student rights

1. You have the right to give consent to refuse medication.
2. You have a right to humane and safe environment, free from abuse, neglect and exploitation.
3. You may not be detained against your will
4. You will be granted dignity and personal privacy.
5. You have a right to a grievance procedure.

- **Grievance procedure**

If you feel that you have been treated unjustly or in violation of your rights, you have the right to seek remedy for the grievance.

Please adhere to the following procedure.

1. Report any grievance to any staff member.
2. Do not discuss grievances with other students.
3. Submit the complaint in writing.
4. The staff member will acknowledge and document the complaint in writing and place it in your file, within 24 hours or 72 hours on the weekends from the incident.
5. The director will meet with the staff member with whom the grievance was shared and the person against whom the grievances were made and with you, within 48 hours. Documentation will be made and placed in your file.
6. The grievance will be resolved, and a decision presented to you within seven days of the complaint and placed in your file.
7. If you find the resolution unacceptable, you may appeal to the CEO. After reviewing the grievance, the CEO will meet with you and the person against whom the grievance is being made. The CEO will decide on the grievance and present his decision to you. Documentation of the meeting and determination will be placed in your file. The CEO's decision will be final.