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January 2018

Dear Parents,

Welcome to Teen Challenge's Springboard Home for Youth in Crisis

Since 1976, the Springboard Home has provided shelter and counseling to thousands of young people and their families. Through counseling, curriculum and the love of a compassionate and dedicated staff, we are here to help you and your daughter during this difficult season in your life. None of this happens though, apart from the saving grace of God offered us through His Son on the Cross. We are so honored that you have asked us to be a part of what God wants to do in and for your entire family.

This packet is designed for you. It includes important information that we ask that you read through carefully. Although your daughter is the one who will be residing at Springboard, this program involves you too. Your understanding of our program, the time you spend reviewing this handbook, your commitment to counseling, and your agreement to comply with our program guidelines, all play a vital role in how successful your daughter will be in her new life upon coming home.

At Springboard, your daughter will receive carefully planned out instruction on who she is in Christ, what her future holds and how she can overcome the current crisis in which she finds herself. You will have the benefit of learning to communicate better with her, confront the issues she is facing and help establish the ground work upon which she can continue to build for the rest of her life. Your involvement is critical and we thank you in advance for the commitment you are making by choosing Springboard.

I know there are many questions you have, and many more you will have in the coming weeks. This packet will answer many of them for you. On the following pages you will find a "Parent Handbook" that outlines your part and the guidelines we ask you to follow during visitations, communications, counseling and other aspects of our program. We have also included copies of all the paperwork you signed at the time of Intake. This time can be confusing and difficult. We are here to make it as easy as possible, while addressing the problems that exist.

Thank you again for the opportunity to help you during this time. We look forward to seeing God move in miraculous ways!

In His Service,

Rev. Debra Stevenson M.Ed.
Center Director - Springboard Home for Youth in Crisis
Teen Challenge of Arizona

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Teen Challenge of Arizona's
Springboard Home for Youth in Crisis

MISSION STATEMENT



Teen Challenge of Arizona's Springboard Home for Youth in Crisis endeavors to help young ladies, ages 12-17 become mentally stable, emotionally balanced, socially adjusted, physically well, and spiritually alive.

VISION STATEMENT



Teen Challenge of Arizona's Springboard Home for Youth in Crisis seeks to accomplish its' mission through excellent care, compassionate counseling and Christian curriculum administered by competent and caring staff and supported through the generosity of a concerned community.

CORE VALUES



We value the **Opportunity** to lead each of our students into a genuine relationship with their loving Lord and Savior, Jesus Christ.



We value the **Work of the Holy Spirit** in providing deliverance and life-long change in the lives of our students.



We value **Providing a grace-saturated environment** for our students that fosters respect, growth, and effective ministry.



We value **Excellence and Integrity** in all that we do in the course of business and ministry.



We value **Mature Christianity** as evidenced by the fruit of the Holy Spirit in the lives and ministry of the Springboard staff.



We value **Compassionate Counseling** based solely on the Word of God.



We value **Sound Teaching** of doctrinal truth in our care, curriculum, and counseling.



We value **Restoration of Families** and are committed to family ministry.



We value **Community Outreach** as a means of education and prevention.



We value our **Partners** who support and encourage this important work.



We value **Wise Stewardship** of the resources God has entrusted us with for the furtherance of His Kingdom.

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TEEN CHALLENGE HISTORY

Teen Challenge began in 1958 when Rev. David Wilkerson, author of “The Cross and the Switchblade”, went to New York to reach teenage gang members with God’s love. There in the heart of the big city slums, Teen Challenge was born. Now there are over 170 Teen Challenge centers in 90 countries, helping not only teens, but also adults with life-controlling problems, mainly in the area of drug and alcohol abuse.

Teen Challenge’s SPRINGBOARD HOME FOR YOUTH IN CRISIS is a 3-5 month residential shelter for girls ages 12-17. Springboard’s doors opened in October of 1976 as a non-profit, temporary shelter care home. Since that time, over 8,500 young ladies have gone through the Springboard’s program.

LOCAL HISTORY AND OVERVIEW

Presently, in the State of Arizona, there are three adult men’s facilities, one women’s center with children and one female adolescent center SPRINGBOARD.

Our Springboard Home for Youth in Crisis, a shelter home for young ladies, ages 12-17 is located in Tucson’s northwest area. Springboard is licensed by the State of Arizona Department of Economic Security (DES). Each year, the state reviews and licenses the Springboard program. Additionally, Teen Challenge of Arizona and Springboard is reviewed and accredited by Teen Challenge USA to ensure excellence in serving your family during this difficult time.

Though the Teen Challenge of Arizona facilities are spread out over many miles, we at Teen Challenge consider ourselves one family, with one mind, and one goal. That goal is to serve our Lord Jesus Christ in reaching out to the lost that they may be found.

STATEMENT OF FAITH

We believe...

- The Bible is the inspired and only infallible and authoritative written Word of God.
- There is one God, eternally existent in three persons; God the Father, God the Son and God the Holy Spirit
- In the deity of our Lord Jesus Christ, in His virgin birth, in His miracles, in His vicarious and atoning death, in His bodily resurrection, in His ascension to the right hand of the Father, in His personal future return to this earth in power and glory to rule a thousand years.
- In the blessed Hope – the rapture of the Church at Christ’s coming.
- The only means of being cleansed from sin is through repentance and faith in the precious blood of Christ.
- Regeneration by the Holy Spirit is absolutely essential for personal salvation.
- In water baptism by immersion.
- The redemptive work of Christ on the Cross provided healing of the human body in answer to believing prayer.
- The baptism of the Holy Spirit, according to Acts 2:4, is given to believers who ask for it.
- In the sanctifying power of the Holy Spirit by who’s indwelling the Christian is enabled to live a holy life.
- In the resurrection of both the saved and the lost, to the one everlasting life and the other to everlasting damnation.

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LASTING RESULTS – NATIONAL ENDORSEMENTS

A research project sponsored by the National Institute of Drug Abuse has found Teen Challenge to have an 86% success rate. Dr. Katherine Hess, Study Director, stated “whereas treatment in a detoxification facility results in a one percent cure rate, and the therapeutic community’s cure rate is about 10%, the Teen Challenge program has an amazingly high cure rate”. Dr. Hess further stated, “Teen Challenge is the best I know to get a person off drugs.”

In 1999, a national study, conducted by Northwest University in Illinois once again showed that Teen Challenge has a cure rate of 86%. The results of the study showed “86% of those helped by Teen Challenge were still drug free seven years later”.

Dr. Howard, member of the National Commission of Marijuana and Drug Abuse, echoing her sentiments states, “Of all the programs reported to the commission, the most successful is the religiously-based program conducted by Teen Challenge”.

President George W. Bush: ‘For 30 years, your organization has reached out to help troubled youth and their families. You have demonstrated a loving commitment to our young people. Your services have aided many.’

TESTIMONIES

‘Low self-esteem and insecurity had consumed me to the point of self-destruction. At 16, I was looking at two years in adult prison. My father convinced the judge to give me one more chance and I was sent to Teen Challenge’s Springboard Home. While I was there, I found a place that really had what I needed... Jesus! I learned that God had a plan for my life. Springboard laid a foundation in my life that ultimately saved me from addiction and death!’

Amanda, 1997 Springboard Graduate

“I stopped going to church and started to hang out with older guys and girls who did drugs every day. I started to have problems with drugs, depression, and relationships with guys. I ended up in the hospital because I overdosed. My parents and brother talked to me about Teen Challenge and I entered soon after. At Springboard, they helped me through my problems. I thank God He has given me another chance to live and get to know Him. I thank Springboard, Teen Challenge and especially God for helping me through everything. I feel like a new person!”

Teresa, 2000 Springboard Graduate

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"I began partying in 8th grade and started by smoking pot, drinking and hanging out with older people. It wasn't long before I started experimenting with other drugs like cocaine and Meth. I was doing Meth and risking my life every day. That is when my parents' drug tested me and found out that I had been doing drugs and decided to bring me to Springboard. I hated my parents for bringing me there at first but started to see that I had taken so much for granted! I started to believe in God again and asked Jesus into my heart and God set me free from all my addictions. Now I know that I cannot do anything by myself but only with Jesus Christ by my side."

Amy graduated in 2005 and is now pursuing a degree in nursing.

"Be joyful in hope, patient in affliction and faithful in prayer!"

Romans 12:12

"It is for freedom that Christ has set us free. Stand firm, then, and do not let yourselves be burdened again by a yoke of slavery."

Galatians 5:1

STUDENT BILL OF RIGHTS

Our students have the right...

- To compassionate and confidential help in dealing with life-controlling issues.
- To a grievance procedure
- To a humane and safe environment, free from abuse, neglect and/or exploitation.
- To dignity and personal privacy.
- To know about the cost and third-party coverage of their stay at Teen Challenge / Springboard, including any limitations on the duration of services.
- To receive a complete examination of student's rights in clear, non-technical terms, in a language the student understands.
- To a written policy to ensure that students are not detained against their legal consent's will.
- To be afforded the appropriate medical care, either through referral or to direct service delivery. The ministry shall communicate who has financial and transportation responsibility for these services.

MEET OUR STAFF

All of the staff at Springboard is well-trained and dedicated to ministering to the young ladies with whom we are entrusted. The following are minimum criteria that each staff member must meet in order to care for our students:

- Fingerprinted by the Arizona Department of Public Safety
- Comprehensive background checks
- Medically screened
- Fully trained in CPR on an annual basis
- Fully trained in First Aid on an annual basis
- Safe driving training on an annual basis
- Universal precaution training
- Mature Christians in good standing at their local church

Additionally, each of our staff meets the Continuing Education requirements established by the Arizona Department of Economic Security (DES) and Teen Challenge USA (TCUSA) on an annual basis. This training includes workshops in the area of adolescent behavior management, nutrition, respect, Christian training principles and much more, as both necessary and available.

The staff at Springboard is both professional and compassionate. In addition to being properly trained, we believe that each one working within the ministry of Springboard is called and equipped to be here. Each of us takes seriously our commitment to the Lord, the young ladies we minister to, and the families we serve.

Included in this packet, you will find a listing of staff, their individual positions, a short biography and contact information.

When calling Springboard, we ask that you understand that everyone here has a unique function in the ministry. Any questions regarding your daughter, her demeanor or adjustment can be answered best by and should be addressed to her counselor. If YOU have concerns or complaints, we ask that you address those first with the counselor in a non-counseling phone call. Should you require further information, you are then encouraged to contact the Center Supervisor. If you remain unsatisfied for any reason, you may contact the Director. Questions regarding your financial agreements with Springboard should be addressed to the Center Supervisor.

For your convenience, we have included email addresses for each of the staff members. Many times, communication is easiest via email due to our limited number of phone lines (and many times they are in use for counseling and other calls). Please do not hesitate to contact us via email. Your emails and phone calls will be returned as promptly as possible, typically within 24 hours of receipt (during the week) and on Mondays if you leave a message over the weekend.

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Springboard Staff

Debra J. Stevenson – Center Director

Debra holds her M.Ed. in Educational Leadership and a B.A. in Counseling and Comparative Religion, she understands the importance of compassionate care combined with Biblical curriculum and counseling to help transform the heart for a lifetime. As a Licensed Minister, Debra has extensive ministry experience and is dedicated to ensuring that each student is given the greatest opportunity to discover who they are in Christ and embrace a new life, hope and future in Him.

Marla Mickelson – Intake Coordinator/Center Supervisor

Marla is responsible for managing the Intake process from the first contact with parents through their financial responsibilities while their daughters are in the program. She does an excellent job of being that voice of reassurance on the phone when parents call in crisis. She also is in charge of the various tasks involved in keeping our program running successfully.

Suzi King – Counselor

Suzi brings with her tremendous expertise in working with young women in crisis. She was a volunteer counselor and educator with the Crisis Pregnancy Center in Tucson for many years. Suzi received her degree in Education from the University of Massachusetts.

House-parents

House-parents are the dedicated women who directly oversee your daily activities. They are the women who will help you through difficult times, bring correction when you have done something that needs to change and help hold you accountable as you grow. They are each well-trained and experienced. They are here to make sure you are safe and growing every day!

Who to call when at a glimpse...

Regarding your daughter – counselor

“How is my daughter adjusting?”

“Is my daughter talking in counseling?”

“When is her first visit? When can I pick her up?”

Program Questions / concerns – Counselor

“What does it mean that my daughter is on restriction?”

“I called last night for a visit phone call and was told my daughter had lost her phone privileges... what happened?”

“I called in a prescription for my daughter than needs to be picked up...”

Financial – Intake Coordinator

“What do I owe on my daughter’s account?”

“I need to make a payment on my daughter’s program fees...”

OUR PART....

Our goal at Springboard is to provide a warm, loving, nurturing and structured environment for the young ladies... an environment in which they can grow and overcome their life-controlling issues while developing a disciplined life. Through curriculum, counseling and ministry, we strive to reunite the entire family into healthy and loving relationships. We address both the issues that created the current crisis as well as providing tools to avert crisis in the future. We address the root sin issues that have brought them to their current situation. We address the head, the heart and the hands of each student.

We provide Christ-centered curriculum – the head.

The curriculum used at Springboard is Christ-centered and focuses on very practical aspects of both faith and conduct while challenging their character. Each student is expected to complete three units of the curriculum in order to satisfactorily complete the Springboard program. Each unit is carefully customized for each student, specifically addressing their issues while challenging their faith.

We provide Biblical Counseling – the heart.

As a ministry, we approach life-controlling issues with the understanding that they are directly rooted in sin. Our model for counseling therefore is established upon that understanding and our counselors are Biblical Counselors utilizing Christian counseling methodology as opposed to psychotherapy. Our Counselors effectively utilize Scripture to shed light upon those areas of sin in the lives of our students and provide them with truth to overcome those issues. It is this practical application of God's Word that make the Teen Challenge program the most successful of its' kind.

We provide family counseling – the heart.

Family Counseling is a critical component of the Springboard program. Not only is it necessary to help reunite the family that has been splintered through drugs, rebellion, abuse, etc., but our objective is to help parents address their own sin-issues and learn how to disciple their daughters beyond Springboard. We want to help your family through the current crisis, but also give both you and your daughter the tools to overcome issues that may arise in the future. Parents are required to cooperatively participate and cooperate fully, while completing all assignments they are given in counseling along with their daughter.

We provide compassionate care and structure – the hands.

While the curriculum is designed to address the head and the counseling is designed to minister to the heart, the day in and day out care provided at Springboard is designed to put into action what is being learned and help bring about the transformation of the heart in a very practical way. Students have the opportunity to apply biblical principles in relationships, attitude and personal responsibility in everyday situations with staff and other students. This helps them develop habits that will carry over into their new lives at home.

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YOUR PART...

YES! You have an active role during the time that your daughter is at Springboard. Your level of commitment to family counseling, helping your daughter obey the rules of the program and your dedication to the ministry of Springboard will make a tremendous difference in the success of your daughter's stay and her life when she returns home.

Family Counseling Assignments

Your counselor will require your active participation in several ways. Minimally, you will be asked to read the following books:

- Boundaries – Cloud and Townsend
- Five Love Languages of Teens – Chapman
- Pursuing the Heart of Your Teen - Ferrari

This will provide you with information that will be referred to during counseling and give both you and your daughter a basic understanding of our counseling. She will be reading the first two books as well during her stay. Additional books may be assigned as necessary.

Parent Workshops

From time to time, Springboard hosts "Parent Workshops" that will provide you with teaching that address specific issues as they relate to communication and behavioral issues. You will be expected to participate in all activities. It is a critical part of the program and when you bring your daughter to Springboard, you are agreeing to partner with us to do all you can to help her in this process of transformation. Families that fully participate and follow our program outline see tremendous success in their daughter's transformation. Those that do not are the ones that contact us 6 months after their daughter has completed our program requesting that she return. Your participation isn't requested...your participation isn't suggested... your participation is critical and required if you desire to see your daughter's life transformed and your family restored to what it should be.

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Program Activities

The following pages will give you an overview of what your daughter will be experiencing during her stay at Springboard...

Church Attendance

Teen Challenge / Springboard is a faith-based, Christ-centered program. All of our activities, curriculum, counseling and daily living are from this perspective. As a result your daughter will be attending church a minimum of three (3) times each week. She will be expected to take notes at each service and be respectful, even if she does not embrace the Christian faith.

Your daughter's choice to accept Jesus Christ as her Lord and Savior, and allow Him access into her life, is exactly that... her choice! We will not force her into that decision, not punish her ever for not making that decision. We will encourage her and love her right where she is spiritually; hoping and praying that she will surrender to God and His plan for her life. All we ask is that she demonstrates respect at all church services, chapel, devotions, special services, etc. Failure to show a basic level of respect WILL result in consequences due to the lack of respect, NOT a lack of faith.

Devotions

Devotions are an part of important each day. This is a time that is set aside in the morning and before bedtime when we worship, pray and thank God for what He is doing in our lives. Everyone is expected to participate and be respectful. These times can include a time of music, Bible reading and prayer. Morning devotions will start immediately after breakfast and nightly devotions will be done immediately before 'lights out'.

Counseling

Helping your daughter and your family through this difficult time is why Springboard is here. The counselor you and your daughter have is well-trained and experienced and will treat all of you with respect. You need to respect your counselor as well, by being honest, open and willing to do your part in working out problems. Although your daughter is the one staying at Springboard, your entire family is enrolled in our program. That means that your counselor will be honest with you and address any issues she sees need to be addressed in your family. Your cooperation, participation and willingness to receive correction and instruction in counseling will directly impact you and your daughter's success long after she has completed the Springboard program.

Springboard is not a medical detox or rehab environment but rather a ministry. As such, we do not adhere to the medical models of counseling found in psychology and psychotherapy. Instead, we provide you and your daughter with *nouthetic* counseling, a Biblical counseling model that addresses sin, encourages repentance, and helps in the process of restoration and the application of the Word of God. Nouthetic counseling is the type of counseling we find Houseparent/Teacher on duty has final say. Automatic zero "0" for challenging, arguing and/or complaining.

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throughout Scripture and helps the individuals being counseled approach sin and issues in a way that is pleasing to the Lord. It is this approach that gives Teen Challenge and Springboard the unparalleled success rate that we have – our reliance upon the Lord in all things and the understanding that it is only through Jesus that real solutions to sin issues can be found.

In line with this Biblical approach to counseling, we do not necessarily agree that all diagnosis made by psychologists and psychiatrists are accurate as they tend to discourage individuals from taking personal responsibility and label sin many times as ‘sickness’. We understand that prior to admission, it is likely that your daughter has been diagnosed with a wider variety of mental health diagnosis and may even be on medication to address those issues. We will ALWAYS administer medications as they have been prescribed by your daughter’s physician. We are NOT medical professionals and will not alter or withhold medications from your daughter at any time. After observing your daughter and her progress in the program, we may encourage you to take her for a re-evaluation of her medications. Many times, it is at this point that the prescribing physician determines a lower dosage or even a removal of medications is appropriate. That will be their decision to make.

While we will administer any medications prescribed, our focus is on the root issues of sin instead of the behaviors that appear as ‘mental illness’. We will not use labels such as “ADD” or “OCD” with your daughter. Instead we will be focusing on how to overcome sin and develop the fruit of the Spirit in your daughter’s life.

Individual Counseling:

The first two weeks for your daughter at Springboard is a period of adjustment. There is so much to get used to! So she can adjust, counseling sessions may not be “intense” during this time. She will be counseled during this initial time mostly for information and trust building. Following this, she will receive one-on-one counseling each week. Each of these sessions provide an opportunity for your daughter to voice her feelings, frustrations, complaints, fears, concerns – whatever she needs to discuss. In turn, the counselor will address the sin issues in your daughter’s life. It is our belief that feelings flow from action; therefore, if she is feeling guilt, it is most likely because of her actions that are rooted in sin. If she is feeling entitled, this is rooted in the sin issue of pride. Our feelings can be, but are not always, bad things. We do not spend time however counseling ‘feelings’ as they are never by themselves the problem.

Family Counseling:

Family Counseling begins after 3-4 weeks at Springboard. This is a designated time every other week when you, your daughter and your counselor will meet either in person or via telephone counseling to discuss the issues you are all facing together. Your counselor will be addressing your issues as well. Sometimes it takes an objective person to identify the root of problems and bring them to light so they can be dealt with in a healthy and Biblical manner. It is never easy to have issues in our lives touched upon but if you allow it, Springboard can be as much an opportunity for you to grow in your relationship with Jesus as your daughter...

Towards the end of her stay at Springboard, you and your daughter will help create a ‘family relationship covenant’. This covenant will outline areas of your home life, the expectations on Houseparent/Teacher on duty has final say. Automatic zero “0” for challenging, arguing and/or complaining.

each person in the family relationship and the blessings attached to living under covenant and the consequences for breaking covenant. Specific behaviors and/or attitudes may or may not be addressed in this covenant but the heart of each of you will be.

The Family Counseling component of the Springboard program is so critical that two (2) unexcused missed family sessions will result in loss of any scholarship received or possible expulsion of your daughter from the Springboard program.

If you have questions or concerns about your daughter's stay at Springboard, your counselor is definitely someone you can speak with; however, we ask that you discuss these things in a conversation separate from your counseling time. Please do not discuss these things in front of your daughter. It is important that your daughter sees this as a partnership – you, Springboard Staff and her – to help bring about the transformation necessary for her to be successful.

After successfully completing her stay at Springboard, you and your daughter will enter the follow-up component of the program of continued counseling and 'covenant' accountability. Our desire is to teach your daughter how to encounter and overcome crisis in her life through a relationship with Jesus! Our desire is also to teach you as her parent to help disciple her beyond Springboard in everyday life. We will remain here to encourage, exhort and challenge you both, but we know that she will be able to live up to the challenges that she will face as a new creation in Christ!

Group Counseling:

The counselors at Springboard will have weekly group counseling sessions, designed to help the students address specific topical issues including character, relationships and conflict management.

Classroom / Curriculum Workbooks

The Teen Challenge Curriculum workbooks used at Springboard can be one of the greatest tools your daughter can use to get her life together! She will have the opportunity to learn a lot about herself, who she is in Christ and her future. Classes are held 3-4 times each week. Group class is held one time per week. Character qualities are taught Mon-Fri with a weekly theme.

Each student at Springboard must complete a minimum of three 'units' of the Teen Challenge Personal Studies for New Christians classroom work to graduate. Every young lady at Springboard works on the same Unit One. Unit Two and Unit Three are customized specifically for your daughter so she can get the most out of the time that she is here. The units are made up of work done in workbooks, assigned essays, poems, skits, art projects, etc. If your daughter comes to Springboard with a learning difficulty, our teacher will help your daughter discover ways to learn, absorb and understand the lessons being taught.

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In addition to the TC curriculum, Springboard has volunteers that come to the home to provide additional classes on a weekly basis in the area of Bible study, art classes, physical education, etc.

Letters and Phone Calls

We want to make sure that you have time to communicate with your daughter on a regular basis. However, at first, there are some limitations. Please review the schedule below to see when letters and phone calls are permitted.

- Week 1 and 2 – NO calls or letters
- Week 3 & 4 -
 - She may write letters to and receive letters from people on the “Contacts Allowed List”
- Week 5 – end of Springboard stay
 - She may write letters to and receive letters from people on the “Contacts Allowed List
 - One 10-minute visit telephone call from immediate family (per schedule)

General Guidelines for Letters and Phone Calls

- All mail MUST be addressed as follows:

Springboard Home for Youth in Crisis
 ATTN: (Your daughter’s name)
 PO Box 69966
 Tucson, Az 85737

Mail NOT addressed as above will not be delivered by the Post Office and will be returned to you.

- All letters and phone calls to your daughter must be from people on the “Contacts Allowed List” only. NO contact with boyfriends or friends is allowed!
- All callers on the “Contacts Allowed List” MUST have the password necessary. This password you create at the time of Intake is known only to you and the Springboard Staff. Your daughter should NOT know the password. Only callers that give the password may inquire about your daughter, speak with your daughter or get any information on your daughter’s stay. Please make certain that you communicate the password to Probation Officers, Lawyers, former spouses, and immediate family members that have permission to call.
- All letters and phone calls will be monitored by staff.
- All letters and phone calls must be encouraging and uplifting in nature. No swearing, complaining, talking about boys/friends, or troubling situations at home with siblings, pets, ex-spouse, etc. Any controversial issues should be covered during counseling sessions and NOT during your weekly visit phone calls.
- Phone calls that are determined inappropriate in nature (language, content, etc) can be ended at any time by staff, *with or without warning*.

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- Letters considered inappropriate by your counselor will be held in her file. An example of inappropriate conversations may include discussing custodial / guardianship issues, pending litigation to which your daughter is NOT a directly involved party, marriage problems between you and your spouse, etc.
- Letters and phone calls are privileges. If your daughter is on Restriction on the date that she is to have her regularly scheduled visit phone call or when a letter arrives for her, she may lose the privilege of speaking with you or receiving her letter. We hope that this does not happen, however, if you call and are told that your daughter is on restriction and cannot receive her phone call, we ask that you be understanding. One of the best lessons your daughter can learn is that her actions have consequences.
- You will have a scheduled time for your weekly visit phone call. If an activity, or other event is scheduled that will interfere with that time, we will make every effort to contact you ahead of time and arrange for an alternate time for you to visit by phone. In a home that works with young ladies in crisis, other unexpected events may take priority. If you call and are informed that your daughter is unavailable for her phone call, please understand that extreme circumstances DO occur from time to time and that the decision to cancel a student phone call is only done when absolutely necessary.
- You are expected to keep your phone call time. Please call on time as a late phone call will result in a shortened phone call. If you call two minutes late, you will only have eight minutes to talk. This is to ensure that all students and parents, calling on time, have enough time to speak. In the event you forget, or are unable to call, contact your counselor the next work day to explain the reason for the missed call. You will not be able to reschedule a phone call and will have to wait until the next regularly scheduled visit phone call. Please know that a missed phone call can have devastating effects on your daughter who is working hard to earn that privilege.
- If parents are divorced / separated and share custody, we ask that you work it out between the two of you as to who will be calling on which week. You will also need to make certain that BOTH custodial parents have the password necessary to speak with you daughter. Springboard staff will NOT release that information. This is important as students will NOT be able to divide their phone call time into two separate phone calls in the same week and if a call is made without the password, you daughter will not be allowed to accept it. Please DO NOT involve you daughter in any conflict between the two of you.

Meals / Nutrition

Springboard is provided with food through many different sources. These are donated items that help keep the cost of the Springboard program down for parents. As a state-licensed facility, we are annually reviewed by the Department of Health and have on staff a Certified Food Manager that oversees all of our menu-planning to assure that we are providing nutritional meals to our students.

Despite our efforts to make meals that all of our students will enjoy, occasionally a student will dislike what is served at a meal. We do require that all students eat what is prepared for the meal unless Springboard has been notified of a food-related medical condition or allergy at the time of intake. We DO NOT accommodate vegetarian or vegan diets. Students will NOT be allowed to refuse proteins that are served at meals or substitute one protein for another. This is NOT negotiable.

Students will be required to eat three (3) meals per day. No fasting or skipping meals is allowed for any reason. Springboard plans and prepares well-balanced meals for our students so that your daughter will receive proper nutrition while at Springboard.

Students may not eat or drink coffee at any time during their stay, including while they are on outings / events. PLEASE BE RESPECTFUL OF THIS AS YOU CAN ONLY IMAGINE WHAT 20 STUDENTS RETURNING FROM VISITS AFTER A TRIP TO STARBUCKS WOULD BE LIKE!

A Note about Weight Gain – when a person is coming off drugs or alcohol, there is a great probability that they will gain weight. This is not unusual and should not be alarming. Their bodies are in a state of transition from a drug-fed body to one that is getting the proper nutrition for which it has been starving.

We do not allow any conversations between students or any comments made by an individual student, regarding their weight gain. We ask that you refrain from making comments regarding weight gain, as well.

Eating disorders can sometimes be a second addiction of choice to these young ladies coming off drugs. Commenting on their weight can throw them into a spiral of becoming food obsessed, weight obsessed, or even encourages them to go back to the drugs they were doing to manage their weight! Springboard has regular physical exercise for the students to help them recover from drug use and encourage endorphins. Be confident, they WILL lose the weight when they return home. This is a temporary transition as they become healthy in mind, body and spirit! We appreciate your help in this matter.

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Outings / events

From time to time, Teen Challenge and Springboard will go on day outings and even travel to other parts of the state for overnight trips. We encourage family members to support Teen Challenge by attending our concerts, banquets, BBQ's, graduations and other events. Please remember, however, that these events are NOT a time to visit with your daughter. This is an opportunity for your daughter to help in the ministry she is benefitting from by serving in some capacity. Therefore, she may have responsibilities at these events. If you would like to arrange for a visit, please do so through her counselor as outlined in this packet.

Physical Education / Exercise

Part of the process of healing, both emotionally and physically as your daughter works through her issues, includes feeling good about herself. We have regularly scheduled times for physical education. This could include participating in exercise classes, taking walks, swimming or other activities. Your daughter must participate fully unless we are informed in writing by a physician regarding a medical condition that would prohibit her participation.

Scores and Weekly Reports

Your daughter will be scored everyday on the following:

- Personal responsibility
- Relationships
- Behavior

Everything we do, from the time we wake up in the morning, to the moment our eyes close at night, falls into one or more of these categories. For that reason, everything in the Student Handbook is scored in one or more of these categories. Your daughter is responsible for not just knowing, but also following each of the rules in her handbook.

Springboard does not punish anyone. Your daughter is not here for punishment, but to learn discipline and self-control. Violations of the house rules and other behavior guidelines will result in a loss of privileges: loss of opportunity to participate in outings, be given extra work assignments, consequences and/or even loss of an off campus visit.

At the end of each shift, the houseparent will complete the daily score sheet and record any additional comments in the student notes section. Each day, these scores are added up to see which areas your daughter needs help to grow in. These scores are used in curriculum, counseling and are communicated with all staff to see how we can best help her. Extremely low scores, or continued poor scores in a given area, could result in consequences given.

Although most of our students decide to comply with our rules following a short time of resistance, a student who is refusing to participate in any program activities may have their stay extended beyond the minimal 90-days. When incorrigibility goes beyond the scope of what Springboard normally addresses and becomes a distraction to or puts other students at risk, it can result in dismissal from the Springboard program. Restrictions include (but may not be Houseparent/Teacher on duty has final say. Automatic zero "0" for challenging, arguing and/or complaining.

limited to), partial restriction, full restriction, and double-full restriction. The level of restriction is based upon the scores earned and the severity of the behavior.

Personal Responsibility

Personal responsibility is one of the most important areas in which your daughter can grow. As a result, she will be expected to follow these rules very closely! Personal responsibility applies in all areas of our lives – school, work, and with the family. It is an issue of character. Your daughter will be responsible for respecting and keeping her living area, herself, and her belongings, neat and in order. She will also be responsible for respecting the belongings of others. If she chooses not to, she will lose privileges and be given consequences.

Relationships

While your daughter is at Springboard, we are going to help her and you both grow in the area of relationships. She will be expected to keep good relationships with her fellow students, with staff, you and others with whom she comes in contact.

Most importantly, we are going to help her develop a good relationship with God. Jesus says that the most important relationship we have is with our Heavenly Father and that we should then love others the way we want to be loved and treated...

“Love the Lord your God with all your heart, mind, soul and strength. Love your neighbor as yourself.” Mark 12:30-31

Living with so many others (especially strangers) can be difficult at times and we understand. Your daughter may not always get along with all of the other students. She may not always like all of the staff. Regardless of any differences she, or you, might have, everyone is expected to treat others with respect at all times.

If anyone has a problem with another student or staff member, they will be expected to follow the Biblical pattern for solving it...

Matthew 18:15 *“If your brother sins against you, go to them and show them their fault, just between the two of you.”*

If there is a problem, your daughter will be encouraged to go to that person to discuss it. She is not to discuss it with others until she has gone to that person (especially other students). She MAY ask another staff how to handle the problem. If after going to that person she doesn't feel the problem has been resolved, she may write a 'grievance' and give it to the staff on duty. Staff will address the situation as they see best. If this does not solve the problem, the grievance will be brought to the Center Supervisor for action. The Center Supervisor will then speak with the people involved, either apart or together, depending on what may be appropriate. The Center Supervisor will seek a fair decision for everyone. Your daughter may not always like the end result, but each grievance will be taken seriously and everyone will be treated with respect!

Remember... *‘God has called us to live in peace.’* 1 Corinthians 7:15

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Behavior

“But the fruit of the spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control.” Galatians 5:22

What is an attitude? Simple... our attitude is manifested in our words, actions, our body language, tone of voice... but it all flows from our heart.

Our attitude is found in our love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control. Your daughter may have her own opinions, thoughts and ideas. That is fine. She is encouraged to question, wrestle with and challenge all that she is being taught because her faith must ultimately become her own in order for it be effective and real in her own life. How she expresses those thoughts, opinions and feelings however must be done with respect and demonstrate an attitude of sincerity and not mere combativeness.

Respect is the greatest attitude your daughter can learn. She will be taught to treat others the way she wants to be treated. She will be graded on her attitude from the moment she opens her eyes in the morning until she closes her eyes at night. She will learn to have the right attitude while at Springboard, which will help her succeed in her future.

Visitations and Day Passes

Once your daughter has been at Springboard for one month, and has finished that month successfully (done her workbooks, had a good attitude, etc.) she will be eligible to receive a visit.

Springboard has regularly scheduled visit weekends throughout the calendar year. These are carefully planned so as not to conflict with Teen Challenge of Arizona / Springboard activities. You have received a copy of this calendar at the back of this handbook. All visit specifics are arranged between you and the counselor NOT between the student and counselor.

Visits and passes are privileges that are dependent upon your daughter's behavior. If a visit or pass has been scheduled and your daughter is on restriction, it may be cancelled. Even if you are traveling from a far distance, your daughter could lose this privilege. Inappropriate behavior will lead to consequences and a loss of privileges. As difficult as this situation would be, please support this policy. To undermine this policy is to undermine any progress being made towards your daughter relating to choices and consequences and the acceptance of personal responsibility.

Day Pass

Students who have completed 30 days and have met all of the eligibility requirements may receive a day pass at the counselors' approval.

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Day passes (both on and off campus) will be from 9:00am – 5:00pm on Saturdays.

Overnight / Weekend Pass

Students who have completed 60 days and met all of the eligibility requirements may receive an overnight / weekend pass at the counselor's request and approval. Visit departure and return times will be worked out between you and the counselor to ensure staffing for visit searches.

Students will NOT be allowed to travel via bus, plane alone for any overnight or weekend passes!

Holiday and scheduled breaks

There are two mandatory, scheduled breaks for all students: Thanksgiving and Christmas. At each of these times, Springboard is closed for a period of time. This allows families of our students to spend valuable holiday times together while allowing our staff to do the same. All families need to be aware of these scheduled breaks as they relate to your daughter's intake.

Travel arrangements to and from Springboard MUST be pre-approved prior to any reservations being made by you the parent. Please know that if you are planning on having your daughter take a plane home for either / both holidays, you MUST follow our guidelines below to do so!

General Travel Guidelines

- All flights MUST leave and return to Tucson International Airport. Transportation of any kind (including shuttle) is NOT permissible from Tucson to Phoenix for flights. All transportation from Springboard will be made by Springboard staff members if a local family member is not available.
- Direct flights are preferable given the potential for long (unsupervised) lay-overs with non-direct flights
- You must provide a letter addressed to the airline stating that your daughter is a minor and you are requesting that a Springboard staff member / representative MUST accompany her to the gate. Without this letter we will be unable to do so.
- You must provide photo identification for your daughter as well as any necessary travel documents a minimum of 1 week ahead of scheduled departure.

General Rules for Visitations and Passes

- In the event that a student is on restriction, she MAY still be eligible for an on-campus pass, but will not be allowed to leave the property.
- All work, writing disciplines and Scriptural memorization assigned, MUST be completed prior to a student leaving on a pass.
- All passes are restricted to immediate family or legal guardians.

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- Only parents or legal guardians will be allowed to sign a student out for a pass (no friends, boyfriends, and other family member). Exceptions MAY be made for local relatives such as grandparents, etc.
- During a pass, or holiday break, your daughter must be under your supervision at all times. There are no exceptions to this rule.
- All Springboard visit rules apply while your daughter is on a visit (see attached Visit rule sheet). Failure to comply with these rules on your part means it is very likely that she will be unwilling to comply with your rules when she returns home. You have an opportunity to model what you expect...
- When leaving for, or returning from passes, your daughter will not be allowed to wear prohibited items, such as eyeliner, colored fingernail polish or inappropriate clothing. We ask that she return to the Springboard Home in clothes compliant with the Springboard Dress Code.
- Your daughter and her belongings will be searched before she leaves for the visit and after she returns. This search will be done in compliance with Teen Challenge and DES standards.
- Your daughter may NOT take any of her toiletries, clothes, or other items out of the home, or replace them with any new items, without express permission from her counselor. If permission is given, all new items, or returning items, will be inspected thoroughly before they will be included in her personal inventory.
- Students may NOT have any medication on their person or in their luggage when traveling. You must plan on having whatever medications your daughter routinely takes at your home for her visit. DO NOT send refills of her medications back with her! Make arrangements with the counselor for refills to be received via the pharmacy or mail instead.
- Students are NOT allowed to go on pass together nor meet up while on visits. Visits are for you and your daughter to spend time together, building communication and nurturing the restoration process. She spends every day at Springboard with the other students but a visit is a time for you to reconnect.
- When coming to pick up your daughter for a visit, you are asked to enter Springboard through the main office doors. You may wait in the office or the Fireside room if it is available until your daughter is ready to leave. Your wait should not be long as all visits are arranged for specific times and we make every effort to be punctual for the sake of the young ladies in the program.
- You may NOT enter the student side of the home when you are picking your daughter up or bringing her back to Springboard. This helps protect the privacy of the other students at Springboard. Additionally, it is required by Federal law that you refrain (and keep you daughter) from discussing any of the other students and their issues.

NOT ADHERING TO THE RULES OF VISITATION

MAY RESULT IN LOSS OF FUTURE PASSES!

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Sample Student Schedule:

Dorm A	Time	Dorm B
Wake Up /Showers	6:00 am	Wake up /Showers
Breakfast Breakfast Clean Up	7:00	Breakfast Breakfast Clean up
Devotions	8:00	Devotions
Weekly progress review	8:30	Weekly progress review
Daily Goal Setting Curriculum Reading	9:00	Daily Goal Setting Curriculum Reading
PSNC Curriculum	9:30	Chores
“	11:00	Lunch prep
Lunch	11:30	Lunch
Lunch clean up	12:30	PSNC Curriculum
Chores	1:00	“
Snack / free time	2:30	Snack / free time
Physical Education	3:00	Physical Education
Dinner Prep	4:30	Curriculum Reading
Dinner	5:30	Dinner
Visit Phone Calls (Office) Students curriculum reading in fireside room	6:30	Dinner Clean up Visit Phone Calls (Kitchen) Students curriculum reading in fireside room
House pick up Get ready for bed	8:30	House pick up Get ready for bed
Devotions	9:00	Devotions
Lights out	9:30	Lights out

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General Information:**Consequences / Restriction**

Springboard does not use punishment as a means of teaching proper behavior. Instead, we are hoping to achieve a genuine transformation of the heart, manifesting in new habits and behaviors. One way to help nurture this change is by helping your daughter understand that blessings and consequences are attached to all of the decisions they make. The rules at Springboard are designed to develop self-control. Their daily scores, as well as their moment by moment decisions may result in either blessings or consequences.

The following are examples of consequences your daughter may face if she makes a poor decision. The list is not exhaustive as we make every effort to ensure that the consequence directly relates to the sin. (For example, if your daughter chooses to use profanity in her conversation, she may be asked to write an essay on what the Bible says about our language and how someone else's language may have hurt her in the past). This is designed to help teach her the value of speaking with respect to others in consideration of God's perspective and the reality of other people's feelings.

All consequences given are documented as are the written assignments they are required to complete their restriction. You may ask your counselor during family counseling how she is doing and what consequences she may have had to complete. Likewise, if she is doing exceptionally well, you may ask what privileges she has had the opportunity to enjoy! Celebrate her successes with her as they are your successes too!

HOW they complete each of the following are just as important as them completing them. The Lord cares not just that we are obedient, or giving, or a servant... He cares that we are immediately obedient, cheerfully giving and a faithful servant. The HOW is just as important as the WHAT. Each of these is a wonderful opportunity for growth and reflection!

Sentences or Essays

Sentences or essays may be assigned for either habitual sins in her behavior or rule breaking she is demonstrating. In extreme cases of defiance, students may be asked to write portions of the Student Handbook to help them remember the rules. There are quite a few of them!

Loss of Privileges

Any privileges abused will be lost. Loss of privileges could result in losing anything from hair products to make up to off campus passes.

Word Fast

During 'Word Fast' students will not be allowed to talk to anyone except staff on duty; and that is only to ask necessary questions. Word fasts may be assigned to one or all students. No gesturing or communicating of any kind is allowed to staff or other students during this time. This is a valuable opportunity to reflect on themselves, their relational sins and their desperate

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need for change. Many a student has received their breakthrough during this time when distractions are at a minimum and they can hear the still small voice of the Lord most clearly.

Extra Chores

Your daughter will already be assigned chores on a regular basis as part of her stay at Springboard. In the case of a consequence, your daughter may be assigned additional chores. This may be assigned in response to a poor sense of personal responsibility or behavior towards what is asked of her. If she does not complete the chores as they are outlined in the chore book and to the satisfaction of the staff, she will be asked to re-do them until they have been completed satisfactorily.

Medical Information

Sickness and Medical Attention

If your daughter becomes ill while she is at Springboard, we will do everything we can to make her comfortable. If your daughter has a temperature above 100 degrees, is vomiting, or other indications, she will be required to take a sick day of isolation away from other students. You will be notified of her status on a sick day. In the event that her condition requires a visit to urgent care or the emergency room, we will make certain that she receives the attention she requires as well as transportation to and from the emergency room by Springboard Staff. If her illness persists requiring a visit to a non-emergency doctor, we will ask that you make arrangements to pick her up from the Springboard Home and take her to a local physician. We will give you any referrals you might need to do so. We understand that this may be difficult on you if you are not from the immediate Tucson area, and will do what we can to help you in this situation, however, you need to understand that we do not always have additional staff on duty that can be removed from their responsibilities to transport an individual student to and from doctor appointments. Your counselor is unable to do so as well. Whenever we can assist, we will, however, it is your primary responsibility.

Medical Emergencies

Without question, in the event of an emergency or a situation requiring immediate urgent care, we will always make whatever arrangements need to be made to ensure your daughter gets the appropriate medical attention she requires. In the event of an emergency, you will be notified immediately and kept abreast of all medical updates as they arise.

In the event that it is determined that it is in your daughter's best interest to return home to recover from an illness, we will contact you to make arrangements to accommodate this request. She may then return following a doctor's release. Although highly unlikely, if we make such a request, it is because it is deemed medically necessary and/or in the best interest of your daughter and/or all students at Springboard.

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Prescriptions

Springboard is NOT a medical facility with physicians on staff. For that reason, our medications policy is very strict. Please read the following very carefully:

Psychotropic medication:

- While we prefer that students NOT be currently on psychotropic medications at the time of intake, we will continue to administer medications as they are prescribed by the prescribing physicians.
- We will NEVER make a determination on the necessity of a medication but may encourage you to have your daughter re-evaluated should she demonstrate significant signs of improvement.

General prescription medication guidelines:

- If your student is on regular prescription medications, it is your responsibility to ensure that we have access to an adequate supply. You may do so by requesting the prescribing physician to provide you with a 120 day supply to be given to us at the time of Intake. Any additional refills can be made later if necessary.
- If needing to refill a prescription, please call it in to the Walgreens located at La Canada and Lambert (520- 297-5934), prepay for it over the phone with your credit card and then notify us when it will be ready to be picked up.
- If there are changes to the medication your daughter is taking, either in the dosage, prescribing directions, or medication itself, we will require a complete print out from the pharmacy of the drug interaction information. This information will be placed in her medication log for reference.

Over the counter medications:

It is not uncommon for young ladies that have been previously using drugs and alcohol to complain of headaches, stomach aches, sore throats, constipation, etc. Although we are sympathetic to their discomfort, we are NOT quick to medicate. For many, this has been the first time they have not been numb in a very long time and the last thing we want to do is encourage them to remain numb through medications – even the legal ones. The headaches, upset stomach and constipation will eventually go away on their own and they will have discovered how to manage these things without the immediate use of medication.

When over the counter medications are necessary, they will be given using the same method we use for prescription drugs.

- At the time of Intake, you will complete a form listing any and all medications you are giving us permission to give your daughter during her stay at Springboard.

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- Each medication that is given will be logged with a date, the name of the medication, the dosage given and your daughter's signature.
- If we see a pattern of dependency developing, we will address it immediately and discontinue use of that medication for your daughter.

Property Damage

The Springboard Home is a beautiful home that the Lord provided through the generosity of many donors and incredible individuals that donated their time and talents to build it as well as furnish it. Every young lady that lives here is expected to demonstrate respect for those that will come and seek help after them.

If your daughter is responsible for any vandalism, damage or loss at Springboard, you will be held responsible for the replacement/ repair cost of the item. You will be notified at the time, should such an incident occur, and informed as to the cost to repair the damage, or replace the item. This helps us maintain a beautiful, safe and debt-free home for our students. The money we raise through fundraising efforts is designed to help support our programs and the students in it, rather than replace and repair items that are broken due to a lack of care and personal responsibility.

Respect for the Home

Daily / Weekly Chores

Your daughter, as a resident of the Springboard Home will be responsible for ensuring that the home is well-kept and maintained. This includes daily and weekly chores assigned to her. She will be responsible for completing these chores with excellence and will do so after being shown how to complete it. If she does not do her chore with excellence, she will have the opportunity to try it again until she has satisfactorily completed it. Not only is this critical as Springboard does not have a housekeeping staff to clean up after your daughter, but it is an educational opportunity! She will learn some basic domestic skills that she will need to know as she grows older and eventually into her own place (not to mention what a tremendous help she can be at home now – no excuses that she doesn't know how!)

Running Away

Although it rarely happens, occasionally a young lady will decide to leave Springboard, unannounced and unescorted. Springboard is not a lock-down facility. This makes it possible for our students to make that choice at any time. We make every effort to discourage them from choosing this route; however, we will NOT physically prevent them from making that choice.

You need to know our policy with regard to run-always; and our procedure should your daughter make that choice.

If your daughter decides to run from Springboard –

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- Oro Valley Police Department will be contacted immediately and will take a full report of all the circumstances. We will provide them with all the information that we feel is imperative for them to pick her up free from harm, as quickly as possible. A full description will be given of your daughter, including:
 - Clothing worn
 - Physical features
 - Scars
 - Medical conditions and medications she is currently taking
 - Physical ailments
- You will be contacted as quickly as possible. If you cannot be reached at any of the numbers listed, we will leave a message for you to call the home immediately. The 'reason' for the call will not be left on an answering machine.
- We will provide you this information at the time of Intake and you will be required to sign a form of agreement giving us permission to provide any information necessary to the police in your daughter's best interest.
- Upon calling the police, your daughter will be placed in the National Runaway Network, indicating that she has run from a state-licensed facility.
- The Oro Valley Police Department will be contacting you directly upon Springboard filing the report. They will NOT be giving us any information from this point forward.
- Once your daughter is picked up by the police department, she will be placed in their custody.
- Returning to Springboard immediately is NOT an option except under extreme circumstances! The Director alone can make the determination if she will allow a young lady that has run from the program to return. The Director will decide if she may return after a cooling period of no less than one (1) week. This can only be made possible if the Director feels that running again is NOT a probability. If the Director feels that she is a risk and might run again, a danger to her or others or is determined to waste the opportunity she is being given at Springboard, she will not be allowed to return.
- If your daughter does run from Springboard, her belongings will be gathered, inventoried and set aside as soon as possible. Under the circumstances, we cannot guarantee that all of the items she came into Springboard with will be discovered and returned. When a student runs, we have no way of knowing what she may be wearing under her clothes (multiple shirts, pants, etc) and what other items she may have taken with her. We will inventory all of the items that remain and set them aside. It will require some time to retrieve the remaining items. Please allow us time to do a thorough search of laundry, closets, drawers, etc for her items.
- It is your responsibility to pick up or pay for the shipping of these items. If you choose to pick up these items, your daughter may NOT accompany you to do so. The message this would send to the other students would be that no real consequences exist for making that decision and it is the fastest way home.
- Items must be retrieved or arrangements for shipping must be made within 30 days. After 30 days we will no longer store these items and will dispose of them appropriately.

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- In this packet, you will find a copy of our Refund Policy. At the time of your daughter's Intake, this policy will be reviewed and you will sign a copy.

Student Allowance

Each student at Springboard will need to have \$10 a month in their Springboard 'account'. This money needs to be brought in as cash at the time of Intake. This money will be used for incidentals that arise for your daughter, (i.e. shampoo, stamps, special events). The money will be checked in at Intake and copies of all receipts will be kept in her account. Upon completion of the Springboard program, any remaining funds will be deposited towards your daughter's stay.

Student Belongings

When packing your daughter for her stay at Springboard, please pay very careful attention to the list of approved and necessary belongings. ALL items must be modest, meaning: skirt / dress hems MUST be at the knee or lower, NO cleavage whatsoever on any blouse or dress, collared shirts must be long enough to cover the midriff; pants must have a waistband high enough to cover the midriff. Please shop carefully!

At the time of Intake, your daughter's items will be marked with her initials. She may not exchange them during her stay for new clothes without your request and the permission of her counselor. Wear, tear or ill-fitting clothing will be the only reasons for exchange of items. Clothing to be exchanged may be done so ONLY after the approval and check in by the counselor. All items being replaced will be sent home. All new items will then be checked in.

Students will not be allowed to take any items home during visits, including toiletries or clothing. This helps avoid the problem of unacceptable items coming into the home and personal belongings and unacceptable items leaving the home (letters to boyfriends, etc.). It also makes it easier on staff to monitor each student's belongings.

On occasion, especially during the holiday season when students receive many gifts from our generous supporters, we will send those things home with her on a visit. Other than that, there are very few exceptions.

When completing the program...

When a student completes the program, all of their belongings will be inventoried out and a signed copy of this inventory will be given to you. We strongly encourage the parents of students that have completed our program to pick them up in person as we require signatures on dismissal paperwork. We also are unable to include any medications in your daughter's luggage when she leaves. You and your counselor can discuss this as the time approaches for your daughter to complete the Springboard program.

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Financial Responsibility

Your daughter's stay at Springboard is a partnership between you, your daughter and the staff here to help you through this difficult time. At the time you called to inquire about our program, you were informed of the total Springboard program cost: \$24,000 and what we ask parents to contribute to their daughter's tuition: \$16,000 + \$500 non-refundable Program Deposit Fee. Your commitment to invest in the future of your daughter and your family will be a blessing to you for years to come!

You will receive a breakdown of payments and a schedule within which those payments must be made. We are assuming that you will abide by that payment schedule promptly and faithfully as you have agreed. Failure to do so can result in release of your daughter from our program.

Please understand that your prompt payment of Program Fees is what makes our program possible. While we will work with you in your individual situation as much as we are able, we must insist that you be faithful in your financial commitment to the ministry of Springboard.

