

TEEN CHALLENGE OF ARIZONA'S

Springboard

HOME FOR GIRLS

Parent/Guardian Handbook

Updated 2020

Springboard Mission Statement

We exist to help young ladies become mentally stable,
emotionally balanced, socially adjusted, physically well,
and spiritually alive!

Contact: (520) 887-8773 | springboardadmissions@tcaz.org



Dear Springboard Parent/Guardian,

Welcome to Arizona Teen Challenge's Springboard Home for Youth in Crisis! We are so glad that you are seeking help so your daughter can become all God has created her to be. We know this was not an easy decision for you, so we want to make this transition as smooth as possible for you and your daughter. This handbook has been created for you so you understand the Springboard program, what your daughter's role in our program is, and what expectations are in place. Springboard believes that we are equipped to teach God's grace and truth through time and relationships between staff and students while fostering familial relationship restoration.

Sincerely,

The Springboard Staff

Parent Testimonies

“In the Fall of 2017 our family was at a breaking point. Our daughter had been on a downward spiral for 2 long years. Self-harm, running away, and using drugs were the norm for her. Scary people and situations filled her days. We tried everything we knew to do. Therapy, medication, even long-term in-patient treatment for 5 months. At my wits end one night I prayed that God would show me how I could help my child. The next day I found Springboard. From the moment I contacted them I could feel they were nothing like we had tried before. Little did I know they would transform not only my child but me too. They showed my daughter the love of Christ. They built her up until she knew in every fiber of her being that she was a beloved child of God. They saved her life. Things have not been perfect since she left Springboard but she is forever transformed by what she got there. I cannot recommend them highly enough.”

Daidri – Texas

“Springboard changes lives! Our 17-year-old daughter was dealing with a lot of hurt in her young life. She was adopted out of foster care along with her brother when she was 8 years old. At the precious age of 8 she was filled with anger and hurt. Despite our efforts to get her help and our consistent showering of love, her anger continued to build. Just after her 16th Birthday, we lost her 18-year-old brother to a drug overdose. He was her best friend. Filled with brokenness, she began to rebel in every way imaginable. In our cries for help, Springboard was recommended to us from everyone we reached out to. The team at Springboard opened their God filled hearts to our daughter and tucked her under their wing of love. Her transformation began immediately. We were astounded! They not only helped our daughter to heal, they have helped us to heal as well. We will be forever grateful to Springboard for all that they have done for us. Faith. Love. Hope.”

Cindy - Arizona

Staff Qualifications



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 Child Safety (DCS) and Adult and Teen Challenge USA (ATCUSA) on an annual basis. This training includes workshops in the area of adolescent behavior management, drug use and abuse, trauma informed care, nutrition, Christian training principles, and much more.

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. We each take our commitment to the Lord, the young ladies we minister to, and the families we serve very seriously.

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

Statement of Faith



- 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 whose 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.

We believe every person must be afforded compassion, love, kindness, respect, and dignity. Hateful and harassing behavior or attitudes directed toward any individual are to be repudiated and not in accord with Scripture nor the doctrines (policies) of Springboard.

We believe addiction is characterized by a progressive loss of control over the use of a substance or behavior. The user becomes obsessed with it despite adverse consequences and often vigorously denies the existence of a problem if confronted.

We believe that the void which people often attempt to plug with addictions can be filled, instead, with a new identity in Christ. In other words, the faith-based approach of Teen Challenge is that merely abstaining from addiction will not provide a lifetime of success; however, success can be achieved by replacing those addictions with a fulfilling and life-affirming experience with Jesus Christ.

The statement of faith does not exhaust the extent of our beliefs. The Bible itself, as the inspired and infallible word of God that speaks with final authority concerning truth, morality, and the proper conduct of mankind, is the sole and final source of all that we believe.

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.

Mission Statement

We exist to help young ladies become mentally stable, emotionally balanced, socially adjusted, physically well, and spiritually alive! We seek to address all five of these areas in the Springboard program to help your daughter realize her full potential in Christ. God desires that we be perfect and complete, with nothing missing and nothing broken, in every area of our lives.



The Four Pillars of Change Identity

The Teen Challenge Discipleship Ministry is held up by these important pillars. Staff and students embrace the truth and process contained within each pillar to experience genuine transformation.

Identity

Correctly perceived identity is crucial for lasting, meaningful life transformation. “We will all live in accordance with our perceived identity. In fact, no one can consistently behave in a way that is inconsistent with how he perceives himself.” (Neil Anderson, Victory over the Darkness) All behavior is purposeful. Learning who we are in Christ will help us establish our true identity and is key to the development of a life-long relationship with God and lasting relationships with other people.

Christ-Likeness as the Standard

The quality standard of behavior for staff and students is Christ-likeness. Rules, regulations, and laws should be respected in every area of life, but as Christians our standard for conduct isn't set by them. Our thoughts and conduct are determined by our character and the standard for our character is set by the example of Jesus Christ.

“You shall love the Lord your God with all your heart, and with all your soul and with all your mind. This is the greatest and foremost commandment. The second is like it; you shall love your neighbor as yourself.” Matthew 22:37-39

Accountability/Protective Love

Accountability sets a quality standard for both staff and students. All agree to embrace Christ-likeness as the quality standard. If Christ-likeness as the quality standard is not fully embraced, and protective love is left to slip, the healing environment will be compromised. Restoration from sin is accomplished by commitment to personal, internal, and external life changes with Christ-likeness as the quality standard for all areas of our life. All behavior (especially matters of the heart) will be discussed. Personal accountability is examined with self-evaluation, a process that is redemptive rather than punitive.

“Confess your sins to each other and pray for each other so that you may be healed. The earnest prayer of a righteous person has great power and produces wonderful results.” James 5:16

Protective love/accountability is designed to create an environment that encourages positive personal life changes through self-evaluation, leading to Christ-like choices.

Self-Evaluation

“Let us examine our ways and test them, and let us return to the Lord.” Lamentations 3:40

The ability to effectively evaluate one's own behavior is key to lasting personal change. Lists of rules, behavior modification, and punishment do not allow people to be internally transformed, but rather, are tools of control that push people to merely conform. If we do not allow each other the freedom to fail, we do not allow each other the freedom to change.

Self-evaluation with Christ-likeness as the quality standard allows people the freedom to fail, the freedom to experience God's life-changing grace flowing from others, the freedom to make better choices, and ultimately the freedom to change from the inside out.



The Art of Asking Good Questions

Our goal is to ask questions that help people think and to identify the values that lead to their choices. In self-evaluations, we follow these up with two truths we can speak to the person who evaluated. We want to help them learn about themselves and use evaluations to encourage them to discover that.

There are some simple guidelines to the art of asking good questions in self-evaluations:

- Ask questions that cause them to think (no yes or no answers)
- Help them become aware of their value systems that lead to their choices
- No “Why” or attacking questions
- Do not attempt to give advice
- Lead people to evaluate their own behavior
- No preaching
- Don’t make it about you, it’s their evaluation

Examples of good questions:

- Will you help me understand what you were doing?
- What does this situation tell you about where your heart is at?
- How do you get your love and belonging needs met?
- When do you think you’re at your best?

House Safety Issues

It is the responsibility of staff and students to maintain a safe and healing environment for those who desire to complete the program and experience a positive life change. It is for this reason that guidelines have been established to provide a safe place for everyone.

House Safety Issues are:

1. Drug or alcohol use or abuse of prescription medication
2. Theft
3. Assault (physical, verbal, sexual, racial) or possession of a weapon

VIOLATION OF A HOUSE SAFETY ISSUE INDICATES THAT A STUDENT HAS MADE THE CHOICE TO LEAVE THE PROGRAM.

Grounds for Dismissal

When a student chooses to leave the program in this way, she must leave the program immediately. Guardians will be notified of her choice and arrangements must be made for her to be picked up within 48 hours. Staff will help in every possible way to coordinate an exit plan and to ensure the safety of all students.



Reinstatement

If a student changes their mind and chooses to apply for reinstatement, she must contact the intake coordinator. Reinstatement will be considered only after a period of no less than one week from the date of discharge. The reinstatement period will remain open for an additional three weeks from that time. If a student chooses to apply for reinstatement after this period of time, she has chosen to begin the intake process from the beginning.

If a student's application for reinstatement is received within the given time frame and is accepted, she may resume the Springboard program from the point at which she chose to leave. Upon reinstatement, parents/guardians will be responsible for paying the remaining balance of the program fee and a new payment plan will be arranged. If a student applies after the reinstatement period and is accepted, parents/guardians will be responsible for the total program fee regardless of previous payments received.

Runaway Policy

If you choose to run away from Springboard, it is important that you know our policy regarding such circumstances. If you choose to run away, our priority is your safety.

In the event that you do choose to run, in order to keep you safe:

- The Oro Valley Police Department will be notified immediately
- A full description of you will be given to the police, including:
 - Clothes worn
 - Physical features
 - Scars or distinguishing marks
 - Medication you are currently taking and the reason why you are taking it
 - Physical ailments
- Your parents will be contacted to make sure they are aware of your absence.
- The Oro Valley Police Department will arrive at Springboard to take a full report of all circumstances surrounding your choice to run. We will provide them with information that we feel is imperative for them to pick you up free from harm as quickly as possible.
- Once you are picked up by police, you will be charged as a runaway and placed in their custody. Returning to Springboard immediately is not an option.
- The director may allow for readmission into the program after a waiting period of no less than one week. Reacceptance is not guaranteed and will only be considered if it is determined to be in all parties' best interest. To be considered for reacceptance it must be determined that there is no risk of you running away a second time.
- Your items will be gathered as soon as possible and a complete inventory will be taken. Your belongings will be bagged and set aside for your parents/guardians to make arrangements for them to be picked up or sent directly to your home at their expense. Failure to make arrangements for your things will result in their disbursement after 30 days. If your parents/guardians are picking them up from Springboard, please know that you may not accompany them.



Grievance Procedure

When we have concerns or issues with someone else, we choose to go to that person to discuss it first. Then, if we do not feel like the problem has been resolved, we choose to bring in a mediator who can help both parties resolve the issue and help work things out in a productive way. However, if this still does not resolve what is occurring, then we ask to speak with the center director. We may choose to fill out a grievance form to bring to the director. The director will then work out this situation as she sees fit with all parties involved. Each grievance will be taken seriously and each person involved will be treated with respect.

Please help support your student by encouraging her to follow this procedure. We also ask that you follow a similar course. If you have a concern or your daughter brings up a concern on a visit or a phone call, please communicate with us. We want to be as transparent as possible and work with you through whatever the situation may be. Often, students will exaggerate or omit important details in an attempt to be taken home when things are rough or they are being challenged. Please communicate with your student's counselor should you have any concerns.

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 ensuring 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.

Your Part

Not only is your student enrolled in the Springboard program, but your whole family is. Your level of commitment is crucial to family counseling, phone calls, assigned reading, and anything else your student's counselor may bring up with you. Our goal is for your student to experience healing here and return home to a better environment than the one she left.

Springboard hosts parent workshops that will provide you with tools for when your student returns home. All families are required to attend at least one parent workshop, as it will address communication, boundaries, accountability, and more. Your participation and communication with your student's counselor is critical and required if you desire to see your student's life transformed and your family restored.



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 and have a Certified Food Manager on staff 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 eat three meals per day. No fasting or skipping meals is allowed for any reason.

Students may not have caffeine while they are at Springboard.

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. We ask that you refrain from making comments regarding weight gain to your student.

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 encouraging them to go back to the drugs they were doing to manage their weight. This is a temporary transition as they become healthy in mind, body, and spirit.

Program Activities

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

Church Attendance

Your student will be attending church a minimum of three 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. Choosing to accept Jesus Christ as her Lord and Savior is her choice and we will not push her into making this decision. However, we do ask that she shows respect at all the services she attends.

Devotions

Devotions are an important part of 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.

During devotions, students will also set personal goals and affirmations for the day. At evening devotions, they will have a chance to go over their goals to see if they met them and what that looks like.



Counseling

Springboard exists to help your family through this difficult time. The counselor you and your student have is well-trained, experienced, and will treat all of you with respect. We ask that you respect your counselor as well by being honest, open, and willing to do your part in working out problems. Although your student 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 that need to be addressed in your family. Your cooperation, participation, and willingness to receive guidance and instruction in counseling will directly impact you and your student's success long after she has completed the Springboard program.

Your counselor will determine your student's counseling schedule and when her first session will be. She will have both individual and group counseling once a week. Family counseling will take place as determined by your counselor.

Individual Counseling:

The first two weeks for your student at Springboard is a period of adjustment. So she can adjust, counseling sessions will 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 student to voice her feelings, frustrations, complaints, fears, concerns – whatever she needs to discuss. In turn, the counselor will address the root issues in your student's life.

Family Counseling:

Family counseling begins after your student has been at Springboard for 3-4 weeks. This is a designated time when you, your student, and your counselor will meet either in person or via telephone to discuss the issues you are all facing together. 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 it is for your student.

Towards the end of her stay at Springboard, you and your student will create a *Go Home Agreement*. This will help outline the boundaries needed for when your student returns home. Your student's counselor will go over this more with you at a later time.

We strongly encourage you to not miss any family counseling sessions, as it is one of the most critical factors in the Springboard program.

After successfully completing her stay at Springboard, you and your student will enter the follow-up component of the program of continued counseling and accountability. Our desire is to teach your student how to overcome crises in her life through a relationship with Jesus. Our desire is also to teach you as her parent/guardian 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 but not limited to character, relationships, emotional intelligence, and conflict resolution.



Parent Workshop

All families are required to attend at least one parent workshop during the Springboard program. We recommend that you attend parent workshop before your first visit together. This will be a valuable learning experience for your family and will be a big step to help prepare for your student to return home. Parent workshop is facilitated by staff and aims to assist in communication, building relationship, and recovery in your family.

Classroom / Curriculum Workbooks

The Teen Challenge curriculum workbooks used at Springboard will be instrumental in your student's healing process. She will have the opportunity to learn a lot about herself, who she is in Christ, and her future in Christ. Classes are held three times a week by a certified Teen Challenge instructor.

Each student at Springboard must complete a minimum of three units of the Teen Challenge curriculum to graduate. Every student at Springboard completes the same unit one. Unit two and unit three are customized specifically for your student 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. In addition to the TC curriculum, Springboard has volunteers that come to the home to provide additional classes in the area of Bible study, art classes, physical education, etc.

Self-Evaluations

At least twice a week, Springboard staff and students will conduct self-evaluations. These are self-evaluations we complete depending on our behavior and intentions. Our goal is to be like Jesus Christ and that is the standard for our choices. However, we often make mistakes and make choices that do not line up with the person we want to become. When this happens, we make a self-initiated self-evaluation which allows us to share what we chose to do and how we are going to do better next time. The staff and students ask us open-ended questions that help us think and get to know ourselves better. We don't just want to make a choice, but we want to know why we acted/reacted the way that we did and what we can do next time to learn and grow from it. This is an essential part of our growth and doing this will help us become who we want to be.

Outings/Events

While in the Springboard program, your student will participate in various activities at the home and around the state of Arizona. Since we are a part of Teen Challenge of Arizona, Springboard will attend events they put on through other centers as well as the ones Springboard hosts.

We encourage family members to support Teen Challenge by attending our concerts, banquets, barbeques, graduations, and other events. Please remember however, that these events are not a time to visit with your student. This is an opportunity for your student to help in the ministry she is benefitting from by serving in some capacity. Therefore, she may have responsibilities at these events.

On a weekly basis, staff and students will also attend church, youth group, and other activities together. We ask that your student participates fully in all scheduled activities, as it will enhance what she is learning at Springboard.



Physical Education/Exercise

Part of the process of healing emotionally and physically, includes feeling the student feeling good about herself. We have regularly scheduled times for physical education. This could include participating in exercise classes, taking walks, swimming, or other physical activities. Your student must fully participate unless we are informed in writing by a physician regarding a medical condition that would prohibit her participation. Studies show that adolescents should have physical activity every day and that it helps their development, growth, and maturity. Physical education and exercise are very important in learning how to live a healthy life. At Springboard, our goal is for your student to grow mentally, emotionally, spiritually, physically and socially. Because of this we ask that she chooses to participate in all exercises to the best of her ability.

Crafts

We do many crafts at Springboard Home. Sometimes, we may sell these crafts to help raise awareness for Springboard or to support our home. Volunteers may also come in to help lead crafts. Whether your student considers herself a crafty person or not, we ask that she participates in the activities and maintain a good attitude, even if it is not something she particularly enjoys. Any crafts she makes that she chooses to keep will be kept safe for her until she completes the program. We have found that arts, crafts, and other similar activities help our students communicate in different ways.

Communication

Letters

Please review the following schedule to see when letters and phone calls are permitted.

Week 1 and 2: no calls or letters

Week 3 through the end of Springboard stay: send and receive letters

Letters begin after your student's first two weeks at Springboard Home. After these first two weeks have passed, your student may send and receive five letters a week to/from those on her approved contacts list. Her counselor will be reading mail that is going out and coming in and reserves the right to not send/give letters based on what is healthy for her growth. Because of this, please choose to keep your letters appropriate, and if there is a concern or issue, address it with her counselor.

Once read, letters are kept and stored in the houseparent office. Your student may ask for them during free time if the houseparent is available to get them for her. We ask that she keep all letters confidential from the other students and staff. Only she and her counselor may read her letters.

All mail should be addressed as follows:

Springboard Home for Youth in Crisis
ATTN: (Your student's name)
P.O. Box 69966
Tucson, AZ 85737



Phone Calls

Phone calls begin after your student's first month. Phone calls happen once a week on Monday evenings. The date and time of your first call will be provided to you by your counselor at intake. These calls are monitored by staff, scheduled for a specific time, and last for ten minutes (or less if you call past the scheduled start time since other students must keep their calls).

Please choose to keep your conversation light and surface level since staff and other students will be able to hear the call. Family counseling sessions will be where you are able to delve into deeper subjects.

All staff reserve the right to end your call at any time or ask you to change the topic.

All callers on the "Contacts Allowed List" must have the necessary password. The password you create at the time of intake is known only to you and the Springboard staff. Your student should not know the password. Only callers that give the password may inquire about your student, speak with your student, or get any information on your student's stay. This includes any communication via texting/emailing between you and the counselor. Please ensure you communicate the password to probation officers, lawyers, former spouses, and immediate family members that have permission to call.

- All communication will be monitored by staff.
- All phone calls should be 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 can be ended at any time by staff, with or without warning.
- Phone calls are privileges. Your student may make a choice that results in her not being able to have that privilege for a period of time. Your student's counselor will communicate this with you should the situation arise.
- You will have a scheduled time for your weekly 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 your phone call. In a home that works with young ladies in crisis, other unexpected events may take priority. If you call and are informed that your student 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. In the event you forget, or are unable to call, contact your counselor the next workday 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 phone call. Please know that a missed phone call can have devastating effect on your student.
- 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 your student. 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. Please do not involve your student in any conflict between the two of you.



Visits

After completing four weeks at Springboard, your student will be eligible to have her first eight hour, off-site visit. The length of each visit will increase monthly depending on both her and your progress in the program. You may lose the privilege of a longer family visit if satisfactory progress has not been made, program standards have not been met, or if there are any safety concerns.

Visits will be scheduled between you and your student's counselor. Visit times are scheduled strategically to accommodate other program activities and staffing schedules. Once your visit is confirmed, please arrive for and return from your visit on time.

Your family will be given a list of visit expectations before you leave for each visit.

Students are not allowed to travel alone via bus or plane for overnight or weekend visits.

Holiday and Scheduled Breaks:

There is a mandatory, scheduled break for all students at Christmas as Springboard is closed for a period of time. This allows families of our students to spend valuable holiday time together while allowing our staff to do the same. All families need to be aware of this scheduled break as it relates to your student's intake.

Travel arrangements to and from Springboard must be pre-approved prior to any reservations being made. Please know that if you are planning on having your student take a plane home, you must follow our guidelines below to do so.

General Travel Guidelines:

- All flights should 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 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 Visits:

- Families need to be making satisfactory progress in the program for a visit to be approved.
- All visits are restricted to immediate family or legal guardians.
- We ask that you stay with your daughter at all times
- We ask that your student not contact anyone who is not on her approved contacts list during her visit
- We ask that there be no use of social media or internet
- We ask that there be appropriate music/TV/movies/YouTube/videos/etc.
- We ask that there be moderate consumption of caffeine and sugar
 - We ask that there be no smoking, drinking, or being an environment where these may take place



- We ask for an appropriate bedtime
- We ask that there be no piercing or tattooing
- We ask that you abide by the dress code and makeup rules
- We ask that you return from your visit on time
- We ask that you attend church (when applicable)
- All Springboard visit rules apply while your daughter is on a visit (you will be given a visit rule sheet when it's applicable).
- Your student 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 DCS standards.
- Your student 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 student routinely takes at your home for her visit. Make arrangements with the counselor for medication refills to be received via the pharmacy, mail or in person.
- Students are not allowed to go on visits together or meet up while on visits. Visits are for you and your student to spend time together, build communication, and nurture the restoration process. She spends every day at Springboard with the other students but a visit is a time for your family to reconnect.
- When coming to pick up your student 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 student 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.
- If you do have to go into the kitchen area of the house side of Springboard, please do not go into the living room or the dorms. This helps protect the privacy of the other students at Springboard. Additionally, it is required by federal law that you refrain (and keep your student) from discussing any of the other students and their issues while on your visit.

Behavior Management

At Springboard, we use goal sheets to help our students learn how to make daily goals, work towards those goals, and to then see what areas she needs to improve in. Our goal is to help each student learn how to take personal responsibility for her actions and to learn how to make good decisions. We don't believe that punishment, behavior conformation, or negative reinforcement are the best ways to help young ladies learn how to make decisions. Anyone can fake anything for a certain amount of time, so our whole goal is to reach the hearts of our students. Once real heart change occurs, then behavior, habits, and decisions change along with that.

Because of this, we base Springboard's behavior management off of the techniques of the Love and Logic model, self-evaluations, allowing for poor decisions to take place in a safe environment so students learn, and natural/logical consequences. Grace-based programs do not mean that consequences no longer exist. Rather, the consequences stem from the decisions students make for themselves. We believe in holding each student accountable for her own choices.



We do our best to make sure each student receives an individual program that meets their specific needs. Because of this, consequences will be tailored to the student. Being fair does not mean treating everyone equally, but it does mean that we treat each person the best that we can to match their needs and personality. Remember, boundaries are important and consequences are a result of the choices your student makes.

House Safety Issues are choices that students can make that jeopardize the safety of other students/staff and these are non-negotiable decisions. We will not put anyone's safety at risk.

Natural Consequences

A natural consequence means that we allow for unplanned outcomes that happen as a result of behavior. For example, if a student decides to not wash her sheets on her laundry day, she is choosing to not have clean sheets until her next laundry day. If a student talks badly about another student, their relationship will have to be talked through and they'll have to learn how to navigate conflict resolution.

Logical Consequences

Logical consequences do not happen naturally because of a result of behavior, but are intentionally planned. These consequences must be relatable, respectful, and reasonable. This means that students will receive consequences according to their action or attitude. For example, a student may decide to eat dessert early in the week rather than having it with movie night. They won't receive a second dessert during movie night for making that choice and may lose their dessert privileges for the following week. If a student decides to do their chores sloppily, they are choosing to not have free time or move on to the next activity until they've done their chores well. Students may also receive a character quality or lesson to help them learn how to make better choices. Each consequence will entail a conversation to ensure that the student realizes why they are receiving a consequence and a constructive method to learn and to grow from it.

Loss of Privileges

While our students are in our program, they are learning and doing a lot. Because of this, we want to make sure they have fun and have free time. However, poor choices that students make can result in them losing some of their privileges of free time, receiving letters that day, their weekly movie, dessert, visit time, phone calls, etc. We ask that you work with us on this, as some of these consequences may affect communication between you and your student.

Word Fast

Since we work with teenage girls, listening to conversations and monitoring what is being said is very important and sometimes very difficult. If a student is talking about their past, sharing confidential stories, being negative, talking about triggering topics, etc., staff may put them on word fast, which means they cannot speak until staff says otherwise. These usually take place during med time, anytime there are loud background noises, or when one of the girls may be requiring extra attention from the staff.



Home Guidelines

At Springboard Home we choose to:

1. Be respectful in our words and actions to students, staff, and visitors (1 Thess. 5:12-13)
2. Have a positive attitude (Proverbs 17:22)
3. Listen the first time (James 1:19)
4. Be kind and tenderhearted (Ephesians 4:32)
5. Practice honesty (2 Timothy 2:15)
6. Practice thankfulness (Colossians 3:15)
7. Pick up after ourselves (1 Corinthians 14:40)
8. Ask permission, and if necessary, ask for forgiveness (Matthew 7:7-11; 1 John 1:9)
9. Be supportive of each other (Acts 20:35)
10. Count our blessings (James 1:17)
11. Leave our past in the past and instead choose to focus on our present and future (Philippians 3:13-14)
12. Let everything we say be uplifting and encouraging (Colossians 4:6)
13. Only talk about what can be shared openly and not keep secrets (Mark 4:22)
14. Meditate (think about) what is good (Philippians 4:8)
15. Love God and love each other (Matthew 22:37-39)

Then Jesus said, "Come to me, all of you who are weary and carry heavy burdens, and I will give you rest. Take my yoke upon you. Let me teach you, because I am humble and gentle at heart, and you will find rest for your souls. For my yoke is easy to bear, and the burden I give you is light." Matthew 11:28-30

For more details on house and program student expectations, please see the student handbook.

Respect for the Home/Property Damage

Your student, as a resident of the Springboard Home, will be responsible for ensuring that the home is well-kept and maintained. This includes doing 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. This is an educational opportunity. She will learn some basic domestic skills that she will need to know as she grows older and for when she eventually moves into her own place (not to mention what a tremendous help she can be at home now).

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. Each young lady that lives here is expected to demonstrate respect for those that will come and seek help after them. If your student is responsible for any vandalism, damage, or loss at Springboard, you will be held responsible for the replacement/repair cost of the item. Should such an incident occur, you will be notified about the circumstances and the cost to replace or repair what was lost or damaged. 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.



Sick Days

In the event that your student is sick and unable to function normally, we ask that she immediately tell the staff on duty.

- If she has a temperature of over 100 degrees or is vomiting, she can choose to take a sick day.
- On a sick day, she will be allowed to lie on the couch all day and miss all scheduled activities. She will be given soup or toast.
- On a sick day, her chores will be assigned to other students.
- On a sick day, she will be asked not to talk with or touch other students.
- On a sick day, she will be kept separated from the other students.
- On a sick day, she will not be able to attend class or follow the daily schedule.

If your student becomes ill while she is at Springboard, we will do everything we can to make her comfortable. In the event that her condition requires a visit to urgent care or the emergency room, we will notify you and 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 we will do what we can to help you in this situation; however, we do not have the capability or extra staff to transport to and from doctor's appointments. We will assist whenever we can, but it is primarily your responsibility.

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.

Prescriptions

Springboard is not a medical facility and we do not have licensed medical professionals 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 student 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.
- Option 1: You may do so by requesting the prescribing physician provide you with enough medication to last through your student's stay at Springboard (120-180 day supply). If you do this, bottles of the same medication may not be combined into one bottle. The amount of pills in the bottle must match the quantity printed on the prescription label. Per Department of Child Safety guidelines any number of pills over the number printed on the bottle cannot be administered and we are required to dispose of them.
- Option 2: You may make a plan with your pharmacy and your prescribing physician to provide refills to Springboard as needed throughout your student's stay. Your student's counselor will notify you when your student has less than two weeks' worth of medication left. It is your responsibility to either fill her prescription and mail it to Springboard before she runs out or preferably have the refill sent to a pharmacy near us for your student's counselor to pick up.
- If you are calling in a prescription, please call it into Fry's Pharmacy located on Tangerine and Thornydale (520-572-6041). Please prepay over the phone and 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.
- Per DCS standards, a doctor must sign off on all over-the-counter medication a student may take. Before intake you must have your student's primary care physician sign off on Springboard's Non Prescription Medication Permission List.
- If we do not have this form, legally we cannot administer any over the counter medication, even with parent/guardian permission. Additionally, if a medication is not specifically approved we cannot administer it. Please make sure that the doctor approves all the medications listed on the form unless there is a specific reason she cannot take that medication.
- Each medication that is given will be logged with a date, the name of the medication, the dosage given, and your student's signature.
- If we see a pattern of dependency developing, we will address it immediately and discontinue use of that medication for your student.



Student Allowance

Each student at Springboard will need to have \$50 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, chapstick, etc.). 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 returned to you.

Belongings/Preparations for Springboard

When packing your student for her stay at Springboard, please pay very careful attention to the list of approved and necessary belongings. All items must be modest, meaning that skirts and dresses should be at the knee or lower, there is no cleavage, shirts must be long enough to cover the midriff, and pants must have a waistband high enough to cover the midriff. Please have your student try the clothes on before she comes. You are responsible for making sure all of her items follow our dress code.

Please follow the mandatory belongings list very carefully. Any items brought to intake that are not on the list will be sent home with you. We have limited storage space so we ask that you bring only the number of items listed. If you have questions or feel that an exception may be necessary, please speak to staff before intake. If there are items missing from the list at the time of intake you will be asked to go to the store and bring back whatever is needed before we can complete your student's intake. This makes for a very long day and will add unnecessary stress to both you and the staff.

At the time of intake, your student's items will be marked with her initials. She may not exchange them during her stay for new clothes without the permission of her counselor. Wear, tear, or ill-fitting clothing will be the only reasons for exchange of items. 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. It also makes it easier on staff to monitor each student's belongings.

We ask that all students remove any and all piercings, fake nails, nail polish, and hair extensions for safety and Teen Challenge requirements.

Completing the Program

Your student's counselor will be in contact with you throughout her stay at Springboard. She will keep you updated on her progress and any needs that might come up. As your student approaches the end of her time at Springboard, your student's counselor will begin the conversations with you about her transition home. This process looks different for every student and will be covered more in depth as you and your student progress through the Springboard program.

When a student completes the program, all of their belongings will be inventoried and a signed copy of this inventory will be shown to you at pickup. We also are unable to include any medications in your daughter's luggage and must give them directly to a parent/guardian when she leaves. You and your counselor can discuss this as the time approaches for your daughter to complete the Springboard program.



Financial Responsibility

Your student's stay at Springboard is a partnership between you, your student, 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 + the \$500 non-refundable intake fee. You were asked to either fulfill this price or a portion of the cost depending on scholarship received. Our goal is to not turn away any family or student due to financial need. Please do what you can afford and put some effort into fundraising.

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 student 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.

Self-Evaluation

“Let us examine our ways and test them, and let us return to the Lord.” Lam 3:40

What did I choose to do?

What did I want?

What was I thinking?

What were the results of my choices?

What effect did my choice have on the environment?

What is the Lord showing/teaching me through this situation?

If necessary, what is my plan to change?



Sample Student Schedule

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Wake Up	Wake Up	Wake Up	Wake Up	Wake Up	Wake Up	Wake Up
Showers	Showers	Showers	Showers	Chores	Breakfast	Get ready for church
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Outside Chores	Church
Walk	Walk	Walk	Ministry Project	Devotions	Clean Van	Lunch
Devotions	Self-Evaluations	Devotions	Lunch	Quiet Time	Lunch	Free Time
Quiet Time	Quiet Time	Quiet Time	Craft Time	Deep Cleaning	Shave	PE
Classwork	Classwork	Classwork	PE	PE	Showers	Youth
Lunch	Lunch	Lunch	Chores	Lunch	PE	Dinner
Classwork	Classwork	Classwork	Change	Showers	Free Time	Free Time
PE	PE	PE	Dinner	Craft Time	Dinner	Meds
Chores	Chores	Change	Game Night	Free Time	Dessert	Devotions
Change	Change	Dinner	Meds	Dinner	Movie	Lights Out
Dinner	Dinner	Youth	Devotions	Chapel	Meds	
Phone Calls	Character Qualities	Free Time	Lights Out	Free Time	Devotions	
Reading	Quiet Time	Meds		Meds	Lights Out	
Meds	Meds	Devotions		Devotions		
Devotions	Devotions	Lights Out		Lights Out		
Lights Out	Lights Out					

