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Dear Parents,

Welcome to “Bloom – A Place for Girls”!

Teen Challenge began in 1958, when Rev. David Wilkerson responded to the desperate needs of young gang members in New York City. Six years later, Teen Challenge was established in New England as part of this growing national Christian program. Today, teen Challenge is the largest and most successful non-profit residential recovery program of its kind in the world, with over 200+ centers in the USA and an additional 1000 programs worldwide.

In 2007, Teen Challenge New England established a much needed adolescent girls’ home in Massachusetts that served several young ladies and their families in a 15 -month long academy. Seeing the growing need for short term programs for teen girls, Teen Challenge New England reinvented the adolescent program into a 3-5 month long program. That reinvented program is “**Bloom – A Place for Girls**”. **Bloom** is only the second short term program in the country and is modeled after the Teen Challenge of Arizona Springboard Home that has been serving students and their families since 1976.

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 you to read through carefully. Although your daughter is the one who will be residing at Bloom, 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 **Bloom**, your daughter will receive carefully planned out instruction on her identity 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 **Bloom**.

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 in the program and the guidelines we ask you to follow during visitations, communications, counseling and other aspects of our program. This time can be confusing and difficult. We are here to make it as easy as possible, while addressing the problems that exist within your family.

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

Consumed by the Call –

Dr. Tori Ferrari

Center Director - Bloom Home

## **STATEMENT OF PURPOSE:**

### **MISSION OF TEEN CHALLENGE / BLOOM:**

The mission of Teen Challenge / BLOOM is to help people become mentally sound, emotionally balanced, socially adjusted, physically well, and spiritually alive.

### **GENERAL POPULATION TO BE SERVED:**

The children and families to be served by Teen Challenge New England's BLOOM program are teen girls, ages 12-17, struggling with a wide variety of common adolescent issues including, but not limited to, family relationships, a history of drug and alcohol abuse, victimization of varying degrees, poor self-esteem, self-image, self-mutilation, etc. They will come from a wide geographic region not limited to Massachusetts or the greater New England area.

Each girl entering the BLOOM program will be entering voluntarily and placed privately by their legal guardian. Parents will retain guardianship at all times during the duration of the 3-5 month program. Teen Challenge / Bloom does not have a placement contract with the State of Massachusetts.

For some girls entering the program, Bloom may be the first program they have entered. Other students may have already attended a therapeutic treatment environment prior to coming to BLOOM. Either way, the parents of the prospective BLOOM student are searching for a faith-based environment for this portion of their daughter's recovery. The faith-based environment offers them the opportunity to develop strong familial relationships and skills necessary for their success post program. They will learn more productive methods of dealing with anger, stress, insecurity, etc. than they had prior to intervention (drug use, self-injurious behavior, inappropriate conduct...) reinforcing the implementation of positive behaviors through encouragement and directed teaching.

### **POPULATION TO BE SERVED – SPECIAL CONSIDERATIONS / EXEMPTIONS:**

The Admission process for TC/Bloom includes an initial Inquiry, Application, Interview and program Acceptance. Many factors will be considered when determining if placement within the program is appropriate, including the child's developmental, educational, psychological and emotional history. Throughout the interview process, it will be determined if this program is the best environment to reach the stated program objectives as they relate to the individual child and their family.

The developmental, psychological and physical state of each applicant is reviewed prior to Admission. It is critical that each student entering the BLOOM program be able to participate fully in the program activities and likewise, that the program activities are to the greatest benefit of the child. Teen Challenge / Bloom will admit only those students who are intellectually,

emotionally and physically capable of completing the program curriculum and receive the greatest benefit from their participation. Determination of this will be part of the Admissions / Intake screening process. Children with psychological or psychiatric conditions (including schizophrenia and other psychoses) better served within a medical / clinical environment, will not be granted admission without the recommendation of their attending physician / therapist. Due to restrictions in the facility itself, Bloom may be unable to serve those with physical limitations and/or disabilities.

Children with diabetes (even those with self-administering pumps) can be served in this program. Special training and supervision of self-administration of insulin is required to accommodate students with this medical condition. All other medical conditions will be reviewed on a case-by-case basis prior to admission to ensure that the child's well-being and safety in this program environment can be insured.

The Admissions process serves to evaluate each individual application to determine the suitability of the BLOOM program for that particular child. Some children granted admission may have suicide attempts in their history but do not exhibit the immediate risk of suicide at the time of Admission. If at any time during their stay in the BLOOM program, an ideation, attempt or threat of suicide is made, all precautions to secure the health and well-being of the child will be made including, but not limited to an evaluation with a mental health professional.

Children with a history of violent and assaultive behaviors will likely not be candidates for the BLOOM program. Those that have histories of self-mutilation and injury however will be considered. All facts concerning this history will be received, documented and reviewed prior to Admission. Those who have a history of sexual assault, aggression or predatory tendencies would provide a risk to others would make placement inappropriate in this environment.

### **PROGRAM PHILOSOPHY / METHODOLOGY:**

As a faith-based program, BLOOM will provide each child and their family with a Christian / Biblical Counselor that will provide individual, group and family counseling. This faith-based methodology has proven highly effective (almost 90%) in the program after which this one will be modeled. The Director of that state-licensed program has now come to direct this program in New England so similar results are expected.

Additionally, Teen Challenge has been recognized nationally for its highly effective method of discipleship in helping those who participate in the program overcome their presenting issues without the frequency of recidivism experienced in most other programs.

Teen Challenge is not a rehabilitation program or a drug/alcohol recovery program. We are a Christian discipleship program that serves those with a wide variety of issues with great efficacy and long-lasting results.

**SERVICES PROVIDED:**

All program services provided to students and their families will be provided by TC/BLOOM staff, volunteers and professionals on-site. Any services required for students that are not provided by TC/Bloom staff will be arranged for by student families and on-site Christian counselor. The following services will be provided to each student and their family:

- *Christian Counseling* – individual, group, family and crisis
- *Christian Curriculum / Educational services* – GED preparation; TC Nationally Accredited curriculum (individual school districts will determine the credits awarded based upon their state scope and sequence requirements), physical education
- *Life skill training* – vocational skill development, nutritional education, cooking classes, etc.

NOTE: Any services that are beyond the scope of the TC/BLOOM program (i.e. mental health services) will be provided by TC Clinical Counseling staff at our Corporate location or local mental health care providers if necessary on a case by case basis.

**OBJECTIVES:**

It is our objective that each girl entering the BLOOM program will successfully complete the program having a better sense of identity, strong family relationships, proper coping mechanisms and established supports all leading to future abstinence from her initial presenting behaviors (i.e. no longer self-injuring, clean and sober, resolution of conduct issues, anger, etc).

Additionally, our objectives are that each family would be given the tools necessary to establish a positive living environment for the girl to return to as well as the support structure necessary for her continued success.

Inevitably, when a child sees themselves as valuable and with purpose, their decision making process reflects that perspective. We hope to teach them their inherent value and purpose from a faith perspective. Aligned with that, they will learn valuable coping mechanisms, alternative reactions to previous ‘triggers’ etc.

Upon completion of the BLOOM program, it is desired that each student will successfully re-enter their home, school and social environment with a strong perspective of their identity, the value and their sobriety. These factors will contribute to their continued success.

Teen Challenge New England's  
Bloom Home

**MISSION STATEMENT**

Teen Challenge New England's Bloom endeavors to help young ladies, ages 12-17 become mentally stable, emotionally balanced, socially adjusted, physically well, and spiritually alive.

**VISION STATEMENT**

Teen Challenge New England's Bloom 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**

Care:

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.

Counseling:

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

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

Curriculum:

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

Character and Competence:

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

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

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

Community:

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

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

## 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 1000 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.

## LOCAL HISTORY AND OVERVIEW

Currently Teen Challenge New England and New Jersey has seven adult men’s facilities, one women’s center and one female adolescent center ..... BLOOM.

Bloom, home for young ladies, ages 12-17 is located in the Cape Cod area. Bloom is licensed by the State of Massachusetts Office of Early Education and Care. Each year, the state reviews and licenses the Bloom program. Additionally, Teen Challenge New England and Bloom is reviewed and accredited by Teen Challenge USA to ensure excellence in serving your family during this difficult time.

Though the Teen Challenge New England 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.



**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.’

*“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*

**CLIENT BILL OF RIGHTS**

Our clients 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 / Bloom, 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 Bloom 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 Massachusetts Department of Public Safety
- Comprehensive background checks - CORI
- 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 Massachusetts Office of Early Education and Care 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 Bloom is both professional and compassionate. In addition to being properly trained, we believe that each one working within the ministry of Bloom 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 Bloom, 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 Bloom should be addressed with 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.

## OUR PART....

Our goal at Bloom 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 Bloom 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 Bloom 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 Bloom 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 Bloom. 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 Bloom 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.

## **YOUR PART...**

YES! You have an active role during the time that your daughter is at Bloom. Your level of commitment to family counseling, helping your daughter obey the rules of the program and your dedication to the ministry of Bloom 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

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 Weekends*

From time to time, Bloom hosts "Parent Weekends" that will provide you with workshops 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 Bloom, 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.

## **Program Activities**

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

### **Church Attendance**

Teen Challenge / Bloom 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, nor punish her 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 important each day. This is a time that is set aside to start our day 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 Bloom 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 Bloom, 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 Bloom program.

Bloom 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. It is this approach that gives Teen Challenge and Bloom an unparalleled success rate – 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. The counselors at Bloom are experienced Biblical / Pastoral

counselors – NOT licensed mental health professionals or psychotherapists. If your daughter is in need of psychotherapeutic counseling, arrangements can be made for her to participate in a program better suited to her needs.

In line with our Biblical approach to counseling, we do not label behaviors as a clinical therapist would. We will not use labels such as “ADD” or “OCD” with your daughter. Many times, these labels encourage a lack of personal responsibility or minimize a need to change behaviors. 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 Bloom is a period of adjustment. There is so much to get used to! So she can adjust as quickly as possible, counseling sessions during this initial time will be primarily for the gathering of 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, the counselor will move to get past the ‘feeling’ to find out what action or behavior caused it. We do not spend time counseling ‘feelings’ as they are never by themselves the problem.

#### *Family Counseling:*

On average, Family Counseling begins 3-4 weeks after your daughter arrives at Bloom. This is a designated time every other week when you, your daughter and your counselor will meet either in person or via telephone 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, Bloom 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 Bloom, you and your daughter will help create a ‘family relationship covenant’. This covenant will outline areas of your home life, the expectations on 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 Bloom 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 Bloom program.***

If you have questions or concerns about your daughter’s stay at Bloom, 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, Bloom Staff and her – to help bring about the transformation necessary for her to be successful.



After successfully completing her stay at Bloom, 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 Bloom 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 Bloom will have weekly group counseling sessions, designed to help the students address specific topical issues including character, relationships and conflict management.

### **Classroom / Curriculum Workbooks**

Bloom is partnered with New Testament Christian School in Cedarville, MA to provide the necessary Biblical education for your daughter while she is at Bloom. The Teen Challenge Curriculum workbooks used at Bloom 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 and her future as well as critical life skills and valuable coursework. Classes are held 3-4 times each week for a total of 20-30 hours per week. Group class is held one time per week. Additionally, Character qualities are taught Mon-Fri with a weekly theme.

Each student at Bloom must complete a minimum of three 'units' of the curriculum to graduate. Every young lady at Bloom 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.

In addition to the regular curriculum, Bloom has volunteers that come to the home to provide Life-Coaching classes on a weekly basis as well as additional Bible study, art classes, etc.

Each student that successfully completes the Bloom program will be provided with a transcript outlining the amount of time she spent in a variety of subjects. This information, as well as an assessment of how the student participated in each will be sent to the student's home school district from New Testament Christian School. Upon receipt, the individual school will make the decision as to the amount of credit to award Bloom graduates based on their own scope and sequence for grade levels. Only students that successfully complete the Bloom program will receive this information.

Additionally, it is possible for your daughter to continue her education with New Testament Christian School through their nationally recognized homeschool program upon completing the Bloom program. Information regarding this continuation can be given to you upon request.



## Letters and Phone Calls

We want to make sure that you have time to communicate with your daughter on a regular basis.

### *General Guidelines for Letters and Phone Calls*

- All mail **MUST** be addressed as follows:

Bloom Home  
ATTN: (Your daughter's name)  
Po Box 603  
Buzzards Bay, MA 02532

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 Bloom 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. This is done to ensure that the conversation is appropriate and encourages the student to continue moving forward in their recovery.
- 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*.
- 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 calls. 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.

- Students desiring an additional phone call with their family may do so with the counselor. Each week, the counselor will have family counseling with the student and their family via phone. A portion of the phone call will be for visit purposes.
- Student may only have a maximum of 3 phone calls per week with family.
- 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. Bloom 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

Bloom is provided with food through many different sources. These are donated items that help keep the cost of the Bloom 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 Bloom 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 are expected to eat the proteins served at meals. 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. Bloom plans and prepares well-balanced meals for our students so that your daughter will receive proper nutrition while at Bloom.

Students may not eat or drink coffee at any time during their stay, including while they are one outings / events. PLEASE BE RESPECTFUL OF THIS AS YOU CAN ONLY IMAGINE WHAT 10 STUDENTS RETURNING FROM VISITS AFTER A TRIP TO DUNKIN DONUTS 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 any young ladies coming off drugs. Commenting on their weight can throw them into a spiral of becoming food obsessed, weight obsessed, or even encourage them to go back to the drugs they were doing to manage their weight! Bloom 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.

**Outings / events**

From time to time, Teen Challenge and Bloom will go on day outings and even travel to other parts of New England 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 and having a proper body image. 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.

Additionally, we regularly schedule a nutritionist to come to the home and teach proper nutrition and healthy body image. This is an important component of their overall well-being!

## ***Student Progress Evaluation –***

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.

### ***Process:***

Students will be scored everyday in the following general areas:

- Personal responsibility
- Relationships
- Behavior

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 students may need help to grow. These scores are used in curriculum, counseling and are communicated with all staff to see how we can best help each student. 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 90-days. When incorrigibility goes beyond the scope of what Bloom normally addresses and becomes a distraction to or puts other students at risk, it can result in dismissal from the Bloom program. Restrictions include (but may not be limited to), partial restriction or 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. If she demonstrates good personal responsibility or show improvement in this area, they may receive rewards and added privileges.

Personal Responsibility also comes in the area of identifying bad decisions and taking responsibility for the harm they can cause ourselves and others. Your daughter will be given the opportunity to develop a strong sense of personal responsibility by being held accountable and ‘making right’ wrong decisions.

## Relationships:

While your daughter is at Bloom, we are going to help both her and you 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... and we all want to be treated well!

*“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 everyone else with respect at all times.

Respect is the greatest tool in life they can learn. They may not always agree with another person, Everyone at Bloom is expected to treat others with respect at all times and treat others the way they want to be treated – staff and student alike.

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 says, “If your brother sins against you, go to you and show you their fault, just between the two of you.”*

*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!

**\*\*\*\* In the event that they feel they cannot go directly to the person they are having problems with, they are encouraged to go to a staff member for help to resolve the problem.**

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

## 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... Regardless of whether or not we speak our attitude or show our attitude 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 Bloom, which will help her succeed in her future. In an effort though to help your daughter become more than just a ‘conformer’ that plasters a grin on her face, we recognize that there are just some days when things are rough. A difficult counseling session, a headache, or just a simple clash of personality – anything can make a good attitude difficult for us to have. These are the days when there is grace combined with expectations and LOTS of moment by moment opportunities to teach! A bad day doesn’t give us the right to make others have a bad day...

Students are expected to follow the rules at Bloom. They are not optional but are expected. Additionally, students must be respectful in their attitude and behavior even when they are not happy about it.

## Consequences / Restriction

Bloom 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 each student understand that blessings and consequences are attached to every decision they make.

The rules at Bloom are designed to develop self-control. Student daily scores, as well as their moment by moment decisions result in either blessings or consequences.

HOW students complete each task is just as important as them completing them. The HOW is just as important as the WHAT. Each of these is a wonderful opportunity for growth and reflection!

The following are examples of consequences students may face if they make a poor decision. These are just examples... the actual consequences and opportunities to learn may differ and the individual situation and student’s learning abilities need to be taken into consideration. These consequences are only assigned after initial verbal correction is made, if the rule

breaking put into harm's way the student or others, if it involves disrespect of another person and/or their belongings or if the rule was blatantly disregarded repeatedly.

### **Essays / Writing assignments**

These may be assigned if a rule is broken and it is obvious that the student has little understanding of why the rule may be important. Assignments may include:

- Opportunity Moment worksheet
- Looking up a definition of a word that relates to their actions/inactions.
- Writing an essay of self-evaluation for them to look carefully at their actions, the natural consequences of them and how they may handle the same situation differently in the future.
- Write a letter of apology to someone they wronged by their actions.
- Read a short story and write a book report.
- Study a character quality and write a short essay on how it applies.

### **Loss of Privileges**

If students abuse any privilege they will lose it. (i.e. if the student turns music on too loud and refuses to turn it down when asked, they may lose the privilege of listening to music for the rest of the day.)

### **Consequences - General**

- Physical restraint of any kind is prohibited at Bloom.
- Time out/separation or isolation will not be used except when a student is completing an assignment for a consequence. In that case, the student will be allowed to interact with staff at all times and with other students during mealtimes until the assignment is complete. Most assignments are designed to be complete within a few hours.
- Rules/expectations and consequences/reward of the program will continually be under review by the program Director to determine their efficacy and applicability.

### **Rewards / Awarding of Privileges**

Below are samples of rewards that can be earned by students by following the rules at Bloom

- Added time to a visit phone call
- Excused from a weekly house chore
- Longer shower time
- Movie choice for movie night



## Visitations and Day Passes

Once your daughter has been at Bloom 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.

Bloom has regularly scheduled visit weekends throughout the calendar year. These are carefully planned so as not to conflict with Teen Challenge New England / Bloom 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 or you and your daughter.

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.

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, Bloom 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 Bloom 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 – If your daughter is travelling alone*

- All flights MUST leave and return to either Boston Logan Airport or Rhode Island Providence/Warwick. Shuttle transportation of any kind is NOT permissible to and from any other cities. All transportation from Bloom will be made by Bloom staff members.
- 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 Bloom 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 classwork assigned MUST be completed prior to a student leaving on a pass.
- All passes are limited to immediate family or legal guardians.
- 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. A separate list of visit rules will be provided to you at the time of your visit.
- All Bloom visit rules apply while your daughter is on a visit. 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 Bloom Home in clothes compliant with the Bloom 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 State licensing standards. We ask that you make yourself available for any searches prior to or following her visit.
- 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 Bloom 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 Bloom through the main office doors. You may wait in the designated area 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 areas of the home when you are picking your daughter up or bringing her back to Bloom. This helps protect the privacy of the other students at Bloom. Additionally, it is required by Federal law that you refrain (and keep you daughter) from discussing any of the other students and their issues.

**Sample Student Schedule:**

| <b>STUDENT GROUP: A</b>   | <b>Mon-Fri</b> | <b>Time</b>                          |
|---|----------------|--------------------------------------|
| Wake Up: Make beds, get dressed, comb hair  |                | 6:30 am                              |
| Breakfast / Breakfast Clean Up  |                | 7:00 – 7:45                          |
| Devotions   |                | 7:45 – 8:15                          |
| Journalling / Daily Goal Setting  |                | 8:15 – 8:30                          |
| PSNC Curriculum – Group A   |                | 8:30 – 11:30                         |
| Lunch Prep  |                | 11:30 – 12:00                        |
| Lunch   |                | 12:00                                |
| Lunch clean up  |                | 12:30                                |
| PSNC Curriculum   |                | 12:45 – 3:00                         |
| Physical Education  |                | 3:00 – 4:00                          |
| Chores / Showers  |                | 4:00 – 5:00                          |
| Dinner Prep   |                | 5:00                                 |
| Dinner / Clean Up   |                | 5:30 – 6:30                          |
| <b>Monday:</b> Visit Phone Calls / Students curriculum reading in living room<br><b>Tuesday:</b> Character Qualities class<br><b>Wednesday:</b> Church<br><b>Thursday:</b> Character Qualities Class<br><b>Friday:</b> Free Time / Project<br><b>Saturday / Sunday:</b> Movie Night / Free Time |                | 6:30 – 8:30                          |
| House pick up / Get ready for bed   |                | 8:30                                 |
| Devotions   |                | 9:00                                 |
| Lights out  |                | 9:30 (Sun – Thurs)<br>10:00 (Friday) |

## **General Information:**

### **Medical Information**

Teen Challenge / Bloom recognizes that some parents may have strong religious convictions that would preclude them from authorizing medical treatment of their daughter. While we certainly respect those convictions, a condition of admission into the Bloom program is the signature of parents giving authorization to Bloom representatives to seek medical treatment when necessary for physical illness and/or injury. Without a signature giving authorization, admission cannot be granted.

#### *Sickness and Medical Attention*

Bloom does NOT provide on-site nursing / medical care. All routine medical care is provided via parents/legal guardians during regularly scheduled program visits.

If your daughter becomes ill while she is at Bloom, we will do everything we can to make her comfortable. If your daughter has a temperature above 100 degrees, is vomiting, or has 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 Bloom 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 Bloom 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 area, and we 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 Bloom.

*Reproductive Health / Family Planning Services / Education*

Parents / guardians are responsible for reproductive health / family planning services prior to entering the program or may do so during regularly scheduled program visits. Bloom students will be given education regarding sexually transmitted diseases and the option of abstinence as a means of prevention of both pregnancy and STDs.

*Prescriptions*

Bloom is NOT a medical facility with physicians on staff. While all staff is trained in medication disbursement and common signs of contraindications, our medications policy is very strict. Please read the following very carefully:

*Prescription medication guidelines:*

- Although not preferred students MAY enter Bloom if they are currently taking psychotropic medications. Students that have only been off of psychotropic medications for less than 3 weeks will NOT be allowed to come into the Bloom home until a physician testifies to their stability.
- Likewise, student medications should not be changed within a week of entering the program.
- All medications will be given EXACTLY as they are prescribed. We will NOT change the dosage, time or frequency of medication administration
- All medications MUST be in their original container and have all patient information on said container.
- 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 2992 Cranberry Highway Wareham, MA 02538 [508-295-3880](tel:508-295-3880), 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 Bloom.
- 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 Bloom 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. 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 Bloom, 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 Bloom 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 Bloom does not have a housekeeping staff to clean up after your daughter, but it is a very 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 Bloom, unannounced and unescorted. Bloom 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 Bloom –

- Local Law Enforcement 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 Police Department will be contacting you directly upon Bloom 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 Bloom 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 herself or others, or is determined to waste the opportunity she is being given at Bloom, she will not be allowed to return.
- If your daughter does run from Bloom, 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 Bloom 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 donate them to a local ministry for someone else's use.
- 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. Bloom does NOT provide refunds.

## Student Allowance

Each student at Bloom will need to have \$10 a month in their Bloom '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 Bloom program, any remaining funds will be deposited towards your daughter's stay.

## Student Belongings

When packing your daughter for her stay at Bloom, 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 Bloom program.

## **Financial Responsibility**

Your daughter's stay at Bloom 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 Bloom program cost: \$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 Bloom.

# **BLOOM STAFF**

*Office Phone: 774-300-8070*

## ***Rev. Tori Ferrari – Director***

Tori has served with Teen Challenge since January 2002 as the Director of short term adolescent girl programs, most recently in Arizona and now Bloom in New England. She has both her Master's Degree and Doctorate in Biblical Studies and Counseling and is an Ordained minister with the Assemblies of God. She oversees all operations of the Bloom Home including counseling and care of the students.

## ***Robin Hanson – Admission Coordinator***

Robin is responsible for managing the Intake process from the first contact with parents through program completion. As the calm and reassuring voice on the other end of the phone, Robin is able to answer any questions about the program. She holds her diploma in Biblical Studies from Zion Bible College.

## ***Priscilla Davis – Program Development / End Addiction / Special Events***

Priscilla Davis has spent the past five years serving in the Teen Challenge ministry at the short-term adolescent girl's home in Arizona. She moved to New England to help provide Bloom with donor development, prevention and special event support and is a critical part of the Bloom team. She graduated from EDGE School of Ministry in Tucson, Arizona and is in the process of pursuing her credentials with the Assemblies of God.

## ***Whitney Thomas – Academic Coordinator***

Whitney graduate from Waynesburg University with a degree in Criminal Justice but has a heart for ministry. She serves as our Academic Coordinator helping you – the student – learn all you can while you are here in the Bloom home. She will answer questions, challenge your thinking and be a great resource as you grow! Whitney is responsible for ensuring that all students receive customized quality instruction in the Teen Challenge curriculum as well as building foundational learning skills.

## ***Yaniris Gomez– Counselor***

Yaniris ('Yani' pronounced "Johnnie") is passionate about helping others learn more about who they were created to be in Christ! She will be working with both you and your parents as you walk through your time here. She will be challenging you to think bigger and solve your problems in a better way than you have before. She is here to listen, but also to give you and your parents' advice! Yani is currently pursuing her ministerial credentials with the Assemblies of God.

## ***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!

## PARENT AGREEMENT

I, \_\_\_\_\_ have read and thoroughly understand the general Bloom program guidelines outlined in this handbook. By entering my daughter into the Bloom program, and by my signature here, I agree to follow the rules outlined in the handbook as well as the instructions that are given to me by the staff of Teen Challenge New England and the Bloom Home.

I agree that if I have questions about this handbook and the program rules at any time while my daughter is staying at Bloom, I can ask a staff person and they will be explained to me.

I understand that I have sought out the help of the Bloom staff and am entering into a partnership with them to help my daughter during this time. I agree to participate in any way to make this happen.

|                           |               |
|---------------------------|---------------|
| _____<br>Parent Signature | _____<br>Date |
| _____<br>Parent Signature | _____<br>Date |
| _____<br>Parent Signature | _____<br>Date |
| _____<br>Parent Signature | _____<br>Date |
| _____<br>Witnessed by:    | _____<br>Date |

*This form must be signed by all parents / step-parents prior to Intake. Failure to submit this form with all the necessary signatures prior to Intake will result in rejection of your daughter into the Bloom program.*

