



# BLOOM

A Place For Girls

A Ministry of Teen Challenge New England, Inc.

## ***Welcome to Adult & Teen Challenge's Bloom - A Place for Girls!***

Everyone has problems but sometimes we don't know how to handle them. Sometimes they control us instead of us using them as stepping stones to a better life. At Bloom, we are here to help you as a family turn your problems into stepping stones. This is much more than just a job to us. All of us are here because God called us to bring light, hope and victory to your family...

All of our students at Bloom are teen girls, ages 12-17, struggling with a wide variety of issues including family relationships, maybe a history of drug and alcohol abuse, victimization of varying degrees, poor self-esteem, self-image, self-mutilation, etc. Everyone comes from all over the country and comes here voluntarily (though not always happily).

For some girls entering the program, Bloom may be the first program they have entered. Other students may have already attended a therapeutic treatment program prior to coming to BLOOM. Our faith-based environment offers a unique environment and opportunity for you as a family to develop strong relationships and skills that will make all of you successful after Bloom. All of you will learn more productive ways to deal with anger, stress, insecurity, parenting, etc... than ever before. We will help by encouraging and teaching all of you in each of these areas.

We considered many things before determining that BLOOM is a good place for your family including developmental, educational, psychological and emotional history. If we had decided that you and your family would be better served in a hospital or behavioral health facility you would not have been brought to BLOOM.

Unlike most programs, BLOOM is for ALL of you. BLOOM will provide all of you with a Christian Case Manager and Biblical Counselor that will provide individual, group and family counseling. You may think that this seems like a silly way to help but you should know that Adult & Teen Challenge has been recognized nationally for its highly effective method of discipleship in helping hundreds of thousands of people and their families who have completed the program and gone on to live successful lives!

Adult & Teen Challenge is a Christian discipleship program, not a rehabilitation program or a drug/alcohol recovery program. Everything we do comes from a faith perspective, but please know that how all of you feel about your faith is a personal decision. No one will ever be discriminated against because of how they believe. We simply ask that everyone involved be respectful and participate fully in all aspects of the program.

This family handbook is designed for all of you. It includes important information that we ask that you read through carefully. Everyone – students and parents alike, are responsible for knowing and following all of the rules in it! Even though we don't have parents living here in our home, they are just as involved! Everyone needs to understand our program and the services we provide. 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 you will be as a family following Bloom. It is our goal that all of you complete the program having a better sense of who you are, restored family relationships, and better tools for communication. Please sign and return the final page once you have thoroughly reviewed it.

I know there are many questions you have, and many more you will have in the coming weeks as you all adjust to this season. This handbook will answer many of them for you. Please do not hesitate to ask any questions that we have not addressed here. All of us at Bloom are called here to help you through this season. We want to make it as comfortable for all of you as possible, while helping all of you overcome your problems. Get Ready!

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## ***What Bloom Life Looks Like...***

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### **OUR PART...**

Our goal at Bloom is to provide a warm, loving, nurturing and structured environment for our students... an environment in which they can grow and overcome their struggles issues while developing a disciplined life. Through our classroom, counseling and every day ministry, we will help our students and their families overcome the challenges that brought them here...

The rest of this handbook will go over what is expected of a Bloom family and what can be expected of us. Don't be afraid to ask questions. We know this is all new and we want you to know we care for you and want to see all of you succeed!

### **YOUR PART...**

All of you have an active role during the time you are enrolled at Bloom. And know that ALL of you are enrolled – this is a program for parents as much as their daughters! We want to make Bloom as fun as possible as you learn to work out your problems. Therefore, we plan privileges and fun times that can be earned throughout your stay. If you do your part, Bloom can be a wonderful jumpstart to the rest of your life...

Every day is an opportunity for us to grow! Everything we do, from the time we wake up in the morning to the moment our eyes close at night, we can grow and learn to live more responsible lives with better relationships and the right attitude. We are not here to punish anyone! No one is here for punishment, but to learn a new way of living that will help give all of you a hope and a future.

This handbook covers life here at Bloom. As a student, you alone are responsible for your decisions. How each of you respond to the expectations that we outline in this handbook will show us your progress through the program. You do not need to believe in God in order to get the help you need or to complete the program successfully. But, your willingness to learn, grow and receive healing for the hurts in your life can change everything!

When you are doing well, there are opportunities for you to earn blessings! Extra time in the shower... a chore free day... making the right choices means you receive privileges!

We know it is a difficult time for all of you and we are here to help you through the tough days and will enjoy the fun ones with you! (Yes – there are fun days!) Read through this handbook to learn about Bloom, how we function, what you can expect from us as well as what we will expect from you! If you have questions – ask staff! We are here to help!

***Let the journey begin!***

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## ***Assessments and Weekly Progress Reports***

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Every day, our students are assessed on the following:

- Personal responsibility
- Relationships / Attitude (Fruit of the Spirit)

Everything we do, from the time we wake up in the morning, to the moment our eyes close at night, falls into the area of personal responsibility, relationships and attitude. This handbook helps outline what the expectations are of the students and parents during their stay. The daily and weekly assessments help gauge the progress we are seeing along the way.

Here is a breakdown of the Personal Responsibility, Relationship and Attitude expectations of our students:

***Personal responsibility*** (taking responsibility for our actions, meeting expectations placed on us and not trying to shift the blame to others) is one of the most important areas we can grow in, and, as a result, our students will be expected to make every effort to meet the expectations outlined in this handbook very closely!

Personal responsibility applies in all areas of our lives – school, work, and with our family. It is an issue of character. Students will be responsible for respecting and keeping their living area, themselves and their belongings neat and in order. They also will be responsible for respecting the belongings of others. If a student chooses not to be personally responsible in these areas, they will be forfeiting privileges and be given consequences.

While here, we are going to help our students grow in their ***relationships***. Students will be expected to keep up good relationships with their fellow students, with staff, their families and others they come in contact with. The Bible tells us that the most important relationship we have is with our Heavenly Father and that we should then love and treat others the way we want to be loved and treated...

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

Living with this many others can be difficult at times and we understand. Students may not always get along with all of the other students here. For that matter, students may not always like all of the staff. Regardless of any differences our students might have, everyone is expected to treat others with respect at all times. As a faith-based program, Adult & Teen Challenge Northeast’s Bloom program seeks to resolve conflict in a manner consistent with Scripture.

***Relationships*** – Establishing strong family relationships and learning how to get along well with others is important and is something we put a lot of focus on at Bloom. Many of these things will be touched on in Family Counseling but what if we have a complaint about someone? Below is how we handle grievances at Bloom...

### **For students: What to do if you have a complaint against someone else...**

If you have a problem with someone else, try going to that person to discuss it first. *If you are not comfortable doing that*, go to your Case Manager/Coach and ask her to help you determine the best course of action. She will help you learn the steps to work things out in a healthy, productive and biblical way.

If you do this and you still don't feel it is resolved, you may write a 'grievance' and give it to the Director. The Director will then, within 24 hours (72 hours if over a weekend) speak with the people involved, either apart or together, depending on what may be appropriate. She will seek a fair decision for everyone. You may not always like the end result, but each grievance will be taken seriously and everyone will be treated with respect! You will discover that when we act in a respectful manner towards others and desire to make things right instead of being right, we can get along much better with others and solve problems more quickly.

***If the grievance rises to the level of abuse or neglect, the Case Manager/Coach will bring that to the attention of the Director immediately for reporting to the appropriate authorities.*** If the allegations are against the Case Manager/Coach, the student may approach the Director themselves or vice-versa.

The student will be informed of the resolution of the grievance within 1 week.

### **For parents: What to do if you have a complaint against someone else...**

Sometimes, parents may have a question, concern or complaint they need to have addressed. We would ask that parents seek to handle their complaints in a way that sets an example for their daughter of a healthy way to approach conflict.

If a parent has a concern, they are encouraged to express their concern via phone or email to the Case Manager or Director (If the complaint is against the Case Manager, this may be sent directly to the Director). A Formal Grievance Form is available upon request and encouraged. The Case Manager will review the complaint with the Director, who in turn will review the grievance to determine if there is corrective action to be taken towards a staff member, policy or practice. The Director may communicate with the parent to gather more information or share information if necessary. The Director will document the grievance and send a communication to the parent outlining the grievance and its resolution. The communication may or may not include specifics about any/all changes made but will do all it can to assure the parent that the complaint was taken and addressed in a serious manner. This process will not exceed 1 week.

\*\*\* This is our preferred and recommended process for grievance resolution. At any time, the parent may choose to seek resolution by contacting ATCNE/NJ Admin offices directly.

What does **attitude** look like?

Simple... Attitude is our words, our actions, your body language, tone of voice.... get the picture? Our attitude is found in our love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control. Do we act with joy or misery? Do we look for ways to get out of responsibilities or do we take on a challenge? Do we try to manipulate to get around rules or do we accept them – even when we don't understand why they are there? Do we have patience with others, or do we get irritated easily with others? Do we want to help others with kindness, or are we only looking out for ourselves?

A good attitude and respect are some of the greatest tools we can develop in our lives. We may not always agree with another person, but remember, they deserve respect and a positive attitude from us just like we do! We should always treat others the way we want to be treated.

### ***Putting it all together...***

Bloom does not punish anyone. Our students are not here for punishment, but to learn discipline and self-control. Violations of house rules and other behavior guide-lines, may result in a loss of blessings - a loss of opportunity to participate in outings, be given extra work assignments and/or other consequences. Going above and beyond to grow also results in wonderful blessings and opportunities!

*So - How does this work?*

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 the student needs help to grow in. These scores are used in curriculum, counseling and are communicated with all staff to see how we can best help encourage growth. Extremely low scores, or continued poor scores in a given area, could result in consequences given. Extremely high scores or great improvement in an area can result in blessings given!

The Houseparent on duty will review the Assessment sheets with the student every evening to show the areas they have excelled in and those they need to continue to work on. Each student will sign their forms each night acknowledging they have received them and identifying their agreement or disagreement with them. Students are always welcome to ask questions (just remember to show respect!).

Our goal is to help the students grow and return home as soon as possible. These assessments and assignments are to help them learn to evaluate their own decision making moment by moment. Those are tools that will help them be successful long beyond their stay here!

Every week, a progress report is compiled and sent to the student parent to help them to see the progress being made in the area of curriculum, counseling and everyday living.

### ***Blessings and Consequences***

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 our students understand that blessings and consequences are attached to all of the decisions we make in our life.

The rules at Bloom are designed to develop fruit in the student's life (love, joy, peace, patience, kindness, goodness, gentleness, faithfulness, self-control). The daily assessments, as well as a student's moment by moment decisions result in either Bloom bucks or consequences.

## What are Bloom Bucks?

Bloom Bucks are given out at the end of each day. Students can earn up to three Bloom Bucks in a day depending on how many markdowns earned from their assessments that day. They can earn twenty-one total in the course of a week. On Sunday they get to go shopping in the Bloom Boutique where there are a variety of items at different prices. They can choose to spend the Bloom Bucks on Sunday or they can save them for future shopping days to get bigger items.

The following are examples of consequences you are choosing if you make a poor decision or the blessings you earn by making good decisions! These are just examples... the actual consequences and blessings may differ.

Bloom Buck System	
Score:	
90-100	= 5 Bloom Bucks
80-89	= 4 Bloom Bucks
70-79	= 3
60-69	= 2
50-59	= 0
Each tally is worth 2 points	
Bloom Bucks	Consequences
Examples – items will vary	No participation in a special activity
Slipper Sock Day Pass \$10 – Jibbitz = \$60	Writing Assignment related to issue
Special Meal ( McDonalds, Burger King, Taco Bell \$100	Loss of Free Time

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## *Phases of progress at Bloom:*

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When a student first comes into Bloom, they enter **Phase 1 – Orientation**. This is a period of 1-2 weeks’ students become familiar with the expectations and environment. Once they have successfully completed Phase 1, they move into Phase 2.

**Phase 2** is the main training phase at Bloom. During this phase, students learn to be held accountable, receive opportunities to grow in character and develop their relationships. After they have successfully completed Phase 2, they can move into the final phase – Phase 3!

**Phase 3** is the final phase at Bloom! During Phase 3, students are given greater independence and opportunity to see how far they have grown! You will learn how to apply everything you have learned for when you return home. This is the greatest indication of both growth and character!

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## ***Program Activities – Guidelines for Students***

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### **Bedtime / Wake Up:**

- Wake Up is 6:30am Monday – Friday and 8am on Saturday. Sunday will vary.
- Bedtime is 9:30pm on Sunday – Thursday and 10pm on Friday and Saturday.
- All students have 30 minutes after waking up to make your bed, get dressed and pick up their belongings.
- Students may not leave the bedroom in pajamas but must be dressed and ready for the day when they leave the bedroom.
- Students may not wear the same clothes for the day that they wear to bed.
- Students are required to wear appropriate pajamas to bed. This includes both a modest pajama top and pajama bottom.
- Each night, before bedtime, there will be a short time of devotions and prayer.
- All bathroom use, drinks, and all other responsibilities must be completed before devotions begin.
- No talking after lights out.
- No getting out of bed after lights out except to use the bathroom.
- In case of emergency, students will notify the house-parent on duty. Staff will handle any emergency situation.
- Staff is located in the dorm room the entire night. Please let them know if you are getting up to use the restroom.

### **Church Attendance / Devotions**

Adult & Teen Challenge / Bloom is a faith-based, Christ-centered program. Church is an important part of our program. In a typical week, we attend church one- two times each week.

We know that our students may not be a Christian and have no desire to become one when they get to Bloom. We will never force anyone to be a Christian, but church is part of our program. While at church, all of our students need to be respectful at all times. This means that students cannot be a distraction to those around them. We ask that our students pay attention and be respectful to others during these times.

Students are also encouraged to ask questions they may have about faith, the sermons taught and why they do – or do *not* believe... we only require that they are respectful in how they ask the questions and we will do our best to answer them! Nothing is off limits – we want our students to ask and wrestle with this important part of their life so they can arrive at their own decision about faith and what they believe.

- Students must dress appropriately for church. That means different things for different churches and services. Staff will help them in what they should wear when we go to church.
- Students need to bring their Bible, pen and sermon note sheets to each church service
- Students must demonstrate respect during all parts of the church service. During praise and worship, they are expected to stand. You may not choose to worship or pray, but you will be expected to be respectful and not distracting to those around you who do.
- Please no talking or note passing during church.
- Devotions and prayer are an important times during each morning and right before bed. This is a time set aside to worship, pray and thank God for what He is doing in our lives. We ask that everyone participate and be respectful.

## Counseling/Coaching

Helping all of you – student and family alike, through challenges is what Bloom is here for. You will have a Care Team here to help you including a Case Manager, Biblical Counselors and Mental Health Coach. They are all well-trained and experienced and will treat all of you with respect. Although students are the ones living at Bloom, parents are enrolled in our program too! That means that your Team Members will be honest with all of you and address any issues they see need to be addressed in your family. Your cooperation, participation and willingness to listen and apply what the Case Manager, Counselor and Coach tell you will help all of you make the changes you need.

### ***Individual Counseling/ Coaching:***

During the first couple of weeks of the stay at Bloom, there will be scheduled times to meet with your Care Team members so that you can all get to know one another and come up with a plan for how you will be moving forward! All of you will work hard with assignments, books to read and projects to complete!

### ***Family Counseling/Coaching:***

Family Counseling begins after two (2) weeks at Bloom. This is a time every other week when you and your Case Manager/Coach will meet either in person or on the phone to discuss the issues you are facing together. Your Case Manager/Coach is here to help all of you and will address issues as she sees necessary.

Towards the end of the Bloom stay, all of you will create a ‘family relationship covenant’. This will outline areas of what life looks like after Bloom. That is when all of you will enter the follow-up phase to make sure you are all still working together to avoid problems in the future.

Our desire is to teach all of our students how to encounter and overcome crisis in your life! Our desire is also to teach their parents to help disciple their daughters beyond Bloom in everyday life. We will remain here to encourage and challenge you both, but we know that our graduates will be able to live up to the challenges they will face moving forward!

Our students may maintain telehealth services with their own providers in agreement with our service plan and in cooperation with our counseling staff. If this is something that you would like to consider, it must be discussed with our counseling staff ahead of time.

### ***Parent Workshops***

Bloom has valuable workshops that we require parents to participate in. The workshops cover a wide variety of topics including Parenting Basics, Communication, Love Languages, Boundaries, Healing the Wounds of Childhood and much more! These are important times for students and parents alike to learn and grow individually and together.

All counseling / Coaching will be conducted in offices that allow for visibility from other staff and will only be female-to-female in nature.

## Classroom / Curriculum Workbooks

The Adult & Teen Challenge Curriculum workbooks used at Bloom can be one of the greatest tools our students use to get their life together during their stay! Our students will have the opportunity to learn a lot about themselves, and their future through these workbooks.

Each student at Bloom must complete a minimum of three 'units' of classroom work to graduate. Every young lady at Bloom works on the same Unit One. Unit Two and Unit Three are made specifically for each young lady at Bloom. We customize it so that they can get the most out of it. The units are made up of work done in workbooks, books read, essays written, poems, skits, etc...

Our teacher will help our students grow in their topical and academic curriculum and will help our students find the best way to learn. Many students come in with an IEP and have challenges in a traditional classroom. We ask that our students let us know so we can help – that is why we are here. We want to help each young lady learn while making it as easy and fun as possible.

- Students will have classroom work at least four times each week.
- Students should be ready to go to the classroom at the scheduled time and bring all of their classroom materials (Bible, pencils, paper, special books) with them.
- All papers and assignments should be kept neatly and in order in their appropriate place.
- Classroom work and Binder work may only be worked on during their designated times. Free time **may** be used to work on special projects and assignments (and may be encouraged if a student is falling behind) but we want our students to enjoy non-class work activities during free time as well!
- Students are asked to not talk with each other during class time so they are not a distraction while others are working.

## Communication between Students and Students/Staff

- TREAT OTHERS THE WAY YOU WANT TO BE TREATED!!!!!! Be polite at all times and treat others with respect!
- No profanity is allowed at any time. Profanity includes euphemisms (substituting words). Let our conversation be uplifting at all times.
- No whispering is to be done in the home or cars. Whispering is rude, don't do it.
- NO note passing between students!
- Be aware of how you are speaking - voice tone must be appropriate when talking with other residents or staff.
- No off-color (dirty, racist, sexually charged or inappropriate) jokes or conversations are allowed.
- Discussion of a student's past life with the other girls, sex, drug/alcohol use, criminal history, parent conflicts, former residents or staff etc. is **not** permitted. These matters should be covered in your individual or group sessions with a qualified person(s), not someone who is experiencing the same difficulties.
- Gesturing is considered a form of conversation and will be treated as such.
- Don't interrupt when someone is talking.
- Say "please" and "thank you".
- No teasing, bullying or pestering!
- Don't be bossy or be a know it all. There is a fine line between being helpful to other students and being bossy and motivation is usually the difference. Always try to be helpful instead of trying to prove to the other students how much you know!

## Dress Code

How we dress tells others a lot about us and what we think about ourselves. If our clothes are too tight, too loose, sloppy, stained, too low, too high, etc...it sends a message about us to other people. We screen the clothes brought in at the time of intake to make sure they are appropriate but here are some good rules to remember...

- Inappropriate clothing would be:
  - Shirts / skirts too tight
  - Low cut shirts
  - Skirts / dresses too high (anything above the knee)
  - Shirts that don't cover the stomach when arms are raised
  - Pants that are cut too low or hems that drag on the ground
- Sometimes clothes that were okay when a student came in have shrunk in the dryer or may not fit well for other reasons. If ANY staff member says that an item of clothing can no longer be worn, it must be turned in to that staff member to be returned home when the student leaves. Parents will be notified that the student is in need of a new item of clothing.
- At times, students may be asked to wear special clothing to Adult & Teen Challenge events. This includes TC shirts or banquet outfits for our choir. Students are to treat these with the utmost of care! These items are being borrowed and they must remain nice for someone else in the future. This includes skirts, blouses, jewelry, etc.
- Clothes may only be changed in the bathroom and NOT in the common area of the bedrooms.

### ***Dress code rules:***

Make up – You may only have the following make up items:

\* Foundation powder, Mascara, Clear lip gloss

Hair –

- Must be combed and presentable at all times
- No dyeing of hair (even on visits without permission)!

Body –

- No carving, piercing, or writing on any part of your body is allowed
- All piercings must be removed (including earrings) but clear plastic retainers may be worn during the program.

Shoes and Socks-

- Closed toe shoes must be worn at all times both in and outside of the home (unless the slipper sock blessing has been earned!)
- No shoes on furniture

Pants-

- Pants must be a modest cut. No low ride pants allowed
- Pants must not be worn, torn, ripped, baggy, too long or tight. Any pants not fitting properly will be returned home to be replaced by a different size.
- Leggings may not be worn alone but only under dresses / skirts to make them more modest or provide warmth OR with shirt long enough to cover front and back of body.

Skirts-

- Skirts must be knee (bottom of the knee) length when worn at waist. Any slits in skirts may not go above the knee.
- Skirts that are too tight or short, or with a slit higher than the knee will be returned home to be replaced by a different size. If they are too short, leggings may be worn with them to make them modest.

#### Tops/Shirts/Sweatshirts:

- Shirts must be long enough to cover the midriff when arms are raised
- Collared shirts are to be worn for daily activities with the exception of special physical education activities.
- No tank tops, half shirts, see-through, strapless, halter tops, spaghetti straps or other bare, skimpy and distracting clothing is allowed.

#### Jewelry-

- Cross necklace & watch ONLY
- Any bracelets made at Bloom may NOT be worn!

#### Undergarments-

- Bras in natural skin tones only
- sports bra allowed to be worn ONLY during PE
- Underwear must entirely cover front and back (thongs or bikini styles not allowed)

The following rules are designed to help prevent damage to student belongings while at Bloom or things that belong to others. Pay close attention to the following rules:

- Student belongings may never be loaned or borrowed between students. (This includes makeup, clothes, personal items, toiletries, shoes, jewelry, feminine hygiene products, etc.)
- If a student is caught loaning, giving and/or borrowing items, the item being loaned, given or borrowed will be taken away for the rest of their stay at Bloom.
- Any student caught stealing from another will be required to return the item and/or pay for the replacement of the item. We like to handle situations like this within our home, but we will press criminal charges if we feel it is necessary.

## Laundry:

The staff at Bloom will be responsible for helping students complete their laundry.

Students are responsible for placing all dirty clothes in their hamper when dirty and putting clean clothes away neatly in their closet after they have been washed. Students are assigned a day each week for their laundry. It is the **student's** responsibility to make sure that any clothes to be washed are brought to the staff on that day. If the laundry day is missed, the student may be stuck wearing dirty clothes (yuck!) until staff can get to their clothes.

## Letters/ Phone Calls

All Bloom students may send and receive both calls and letters with family members. All letters and phone calls will be monitored by staff as part of the therapeutic summary plan. We want to make sure that all calls and letters (from both parents and their daughters!) are encouraging and uplifting in nature. Both calls and letters help us to see the growth in family dynamics and communication. We monitor calls and letters privately as part of our growth-focused brief-therapy plan. Many of our students have a history of anxiety and monitoring the calls help us to make sure that information shared is processed in a healthy manner.

- Students may send and receive 3 letters and 3 calls per week to and from only those on the "Contacts Allowed List".
- Phone calls are scheduled to make sure each student has the greatest amount of uninterrupted time as possible.
- It is the parent's responsibility to call on time for the scheduled calls! If they do not, the call will be shortened by however many minutes parent's called late (Parents call 5 minutes late, only a 5 minute phone call remains). This helps ensure that the other students awaiting phone calls will receive their call on time. It also helps parents be mindful of their daughter, her time and her anticipation of the call.

- If a call is missed entirely by a parent, we would ask that the parent contact us as soon as possible (before, if they know there is a conflict) so that we can manage the disappointment the student will have from a missed call and to potentially reschedule the call. Rescheduling the call missed is not guaranteed but only as the schedule allows.

While we know that students miss their friends while at Bloom, calls and letters are only allowed with family or other approved contacts. This works towards the goal of improving family dynamics as outlined in the Service Summary Plan. Clergy, Probation Officers, Lawyers and others may schedule unmonitored calls as needed.

## Meals / Nutrition

As a state-licensed facility, we are annually reviewed by the Department of Health and have on staff a Certified ServSafe Manager that oversees all of our menu-planning to assure that we are providing nutritious meals.

- Bloom serves three (3) meals a day and two (2) snacks.
- Students will **never** be denied a meal or snack and we do not allow fasting or skipping meals for any reason.
- We ask that each student try what is served. If for some reason, you are unable to eat the meal that has been prepared, you will be offered an equally nutritious alternative.
- We also serve meals 'family style'. That means that students serve themselves. Students will be reminded of what a serving size is as part of their education on health and nutrition so we ask that whatever food they take, they eat. Please do not take more than what is necessary. Seconds are always available!
- Always exercise good table manners. This includes no burping, unladylike discussions, chewing with mouth open, etc. You will be expected to act like ladies at the table and be considerate of others.
- Students must sit at the table for each meal and may not be excused until everyone has completed the meal.
- Do not rush others during meals!
- All food must be eaten in the kitchen at the table. Students may not walk around the home with food or take any into the dorm room.

We need to be informed of any food allergies of students before admission to make certain that we can properly accommodate meal planning and preparation for the student without compromising their physical safety. If staff suspects that a student is navigating an unhealthy relationship with food, the counselor will be notified and we will seek direction on how to proceed with ensuring the student is eating a healthy balance of food.

## Outings / events

Adult & Teen Challenge/Bloom tries to regularly schedule day outings, field trips and special off-campus activities. During these times, there are several rules to remember...

- Students must always be respectful to hosts and others when we are on a group outing.
- Students may not speak to strangers while on outings without the permission of the staff they are with.
- Students must always be with the staff person and stay in a group. Students may not wander away from staff – this is for their protection!

## Personal Hygiene

### Showers:

- Students must take a shower daily and are encouraged to wash their hair daily (unless their hair type does not require it / special circumstances)
- Showers must start at the scheduled time
- Shower time begins when the student enters the bathroom with whatever they need for their 10 minutes (they should not be going in and out). Students have ten (10) minutes in the bathroom to complete all their shower, bathroom and hygiene routine.

- When done with their shower, students are asked to rinse out the shower completely and remove any hair or debris from the drain.
- When finished, ask the staff to check the shower and let the next student on the list know it is their turn.
- Only electric razors are allowed. Students may shave their legs and under arms under staff supervision.

### **Teeth Brushing:**

- Students are required to brush their teeth every morning and every evening. If they want to brush your teeth after lunch, please ask staff for your toothbrush and toothpaste.
- Students are asked to wipe down the sink every time they brush their teeth. Please ask staff to check.

## **Physical contact between Students and Students/Staff**

For the safety and comfort of all of our students, we will not allow romantic relationships between any students in our program at any time. Any relationships that could be considered romantic in nature are grounds for immediate expulsion from the BLOOM program.

Prohibited behavior includes, but is not limited to ANY of the following:

- Suggestive comments / notes / affectionate gestures
- ANY physical contact, including but not limited to: Hand holding / hugging, playing with hair, massaging, wrestling, tickling or hitting
- Students are not allowed to lay on couches / beds together and must keep to themselves physically when sitting on couches/chairs and in van/car.

This policy is to ensure that each student is most comfortable in the home so they are best able to deal with the issues that brought them here.

If a student finds themselves attracted to another student in the program, they will be reminded that romantic relationships may not take place at Bloom and can seek the counsel of their counselor to determine ways to exercise the necessary self-control in this area. If the attraction is translated into action in the program, the student's parents will be notified and the student may be removed from Bloom and placed in a different program.

If a student's behavior appears predatory or sexually intimidating, harassing, abusive or grooming in nature, BLOOM will make any appropriate reports to local law enforcement.

By signing this handbook, you are indicating that you have read and understand the BLOOM Policy on Physical Contact between Students.

## **Physical Education / Exercise**

Exercising helps us feel good both physically and emotionally and is part of the process of healing! We have regularly scheduled times for physical education. This could include aerobics, taking walks, sports on the beach, swimming or other activities. Students must participate fully in all of these activities unless Bloom has received a note from a doctor explaining why they cannot participate.

We will always encourage a healthy body image and approach to exercise and food. If we have concerns about either of these we will address them in the counseling sessions.

## Student Medications

Upon Intake, all student medications will be logged into a student specific medication log. Prescribed medications, vitamins/supplements and OTC medications are all documented at Bloom, requiring a student and staff signature during the administration process.

### *PLEASE NOTE:*

- Medications, vitamins, supplements and OTC medications will ALL be administered according to the label. This includes dosage, purpose of medication and time of administration.
- NO alterations will be made to student's prescription medication instructions, dosage or schedule without written and verified permission from the prescribing physician.
- All *prescription* medications are required to be labeled properly from the issuing pharmacy or providing physician. No staff or students shall alter labels.
- Vitamins and supplements that are prescribed by a physician will be treated and documented as a prescription medication.
- Vitamins and supplements that are NOT prescribed by a physician will be sorted weekly in student specific labeled pill organizers.

## Respect for the Home

### Chores

Each student is responsible for helping to keep the home clean and beautiful through daily upkeep, chores and maintenance. This teaches us to take good care of the things we have been given...

- A description of chores are kept in a notebook that you may refer to prior to, during, and following chores.
- Students will be assigned chores on a weekly basis and are responsible for the chore they are given! No swapping chores with other students!
- Question about your chore? Ask staff for help. Do NOT ask another student for help!
- After the chore has been completed, students should ask the houseparent to check the chore to make sure it was done correctly. Once approved, the student can move on to the next scheduled activity!
- It is the students responsibility to make sure the chore is done right and may be asked to repeat it if it was done incorrectly.

### Dining Area

- The refrigerator and counters must be kept clean at all times. If something spills in the refrigerator, clean it up immediately!
- Refer to chore book for complete information on kitchen cleaning.

### Dorm Areas

- Closet cubbies should be neat at all times with clothes folded neatly and clothes hung up neatly.
- Papers or class work should never be stored in the dorm room.

**Chapel/ Reading Room:**

Our reading room is used as the chapel during weekly chapel services, for group counseling as well as a room students can relax in and read. This must be kept clean at all times!

- Students should always clean up after themselves and put things away before leaving the room.

**Offices:**

Bloom has business offices where we are handling confidential information, speaking with families in need of help and counseling students. Students may only enter the office area by invitation so as not to disturb office staff or interrupt anyone else.

**Student Living Room:**

- The living area needs to be kept clean at all times. Remember, if you get something out or use a book / game / yarn etc. put it back where you got it!

**Property damage:**

If you see something at Bloom that is broken or damaged in anyway – report it to the staff on duty immediately. If you are responsible for the damage, you need to accept responsibility for it. This is a test of your growth and progress. Accepting responsibility for damage is difficult, but it is the right thing to do. It may cost you to replace/repair it but you are acting responsibly. Any damage that is ‘discovered’ instead of reported will result in consequences for all of the students at the home – like not replacing the item broken.

**Safety / Fire Drills**

Periodic fire drills will be conducted to insure everyone's knowledge and speed in getting out of the house. Everyone **must** participate in these drills.

1. When a fire alarm is heard:
  - A. Leave with the group by the exit that is the shortest route possible.
  - B. Do not go back to retrieve any personal items
  - C. Meet at the designated area: At the end of the driveway near the dumpster (out of the roadway)
  - D. Do not return to building until staff has given permission

**Student Illness**

- In the event a student is sick, they should tell the staff on duty.
- If they have a temperature of 100 degrees or more, or are vomiting they will be allowed to take a sick day.
- During a sick day, the student will be confined to their bed or in the living room so they can rest and recover.
- If they are in the bed or lying down in the living room because of sickness, a sick tray consisting of soup and crackers will be offered for lunch.
- A sick day is designed to give the rest necessary to recover as quickly as possible. That means the sick day will last the entire day.
- Medications will be given to the student as outlined on their intake medications information. A call may be made to parents to notify them of the illness and ask for any alterations to the sick plan as stated.

## Television / Movies / Music/ Reading Materials:

- Only music /movies from the Adult & Teen Challenge Library will be listened to or watched at ATC Bloom. Students will not be allowed to bring music or movies from home.
- Most reading material will be assigned / approved by the counselor, teacher or director. Some free reading material is available in our library if all other reading assignments are complete.
- Only staff on duty will be allowed to turn music in the house on or off or to adjust the volume.
- No DVD with a rating above PG will be viewed unless approved by Director.

## Transportation

Students at Bloom will leave Bloom for a variety of activities. All drivers at Bloom have been thoroughly checked and approved to drive our vehicles and our students. In the event that a student requires transportation to and from the airport, two (2) staff must be present unless there are more than one (1) students in the vehicle.

## Van/ Car Rules

To ensure your safety, and the safety of others, students are asked to follow the rules below:

- When getting in to the van, students must sit in the foremost seats first, filling the van to the back.
- Seat Buckles must be used at all times and must not be unlatched until the van/car has come to a complete stop and has been turned off.
- Students may not open windows, play with door locks, turn on the Radio/CD/DVD player, air conditioner or heater without staff permission. This is to keep things from breaking and the student's family having to replace these items. If something does break, it must be reported to the staff on duty immediately.
- There is no eating or drinking in the van with the exception of water. On long trips, we will make stops to eat and use the restroom.

## Visitations and Day Passes

Regular visit weekends are scheduled for students and their families during the Bloom program. Once a student has been at Bloom for one month, and has finished that month successfully (done their classwork, has had a good attitude, etc), they are eligible to receive a visit! Visits are arranged between the Case Manager/Coach and parents.

- All passes are restricted to immediate family or legal guardians. Exceptions to this must be approved by the Resident Case Manager/Coach and Director.
- During any pass or holiday break students must have 24 hour, adult (21 years or older) supervision. All Bloom rules apply during visits. When leaving for or returning from passes prohibited items may not be worn, including prohibited makeup or inappropriate clothing.
- Students and their belongings may be searched after a visit. This search will be done in compliance with Adult & Teen Challenge search procedures.
- We ask parents to plan for the visit by bringing any needed toiletries and clothes. We discourage those items coming in and out of Bloom. If this is necessary, all items will be searched upon entry.
- If a student needs to replace items they brought into Bloom, arrangements must be made with the Case Manager for exchanges of items. All student items are inventoried when they originally arrive and we want to make certain we are accounting for any changes in inventory.
- You are not allowed to go on pass together with another student or meet up with another student while on pass.
- Visits are intended to help build relationships between family members. For that reason, visits, or any activities on visits, may not be shared with other students and their families.

## Visitors to Bloom

Bloom receives many visitors to the home – student families visiting their daughter, prospective student parents taking tours, donors touring the home, women’s groups, licensing agents, board members, volunteers...etc. When visitors come to the home, we are to be gracious hostesses without interfering with the reason they are there.

On a regular basis, we will host luncheons for women’s groups and other groups at Bloom. When we have been asked to do so, the students will help prepare the meal and serve our guests. Sometimes, the students will join our guests for the meal, at other times, they will not. Students should be respectful and mindful of their manners when it comes to visiting with our guests. Here are some important rules to remember when it comes to our variety of visitors:

### ***Families of other students:***

- **You are not to interact with the families of other students.** Be respectful but do not engage in conversation. They are here to visit their daughters.

### ***Prospective student parents:***

- When a tour is being given to prospective student’s parents, staff may direct you to an activity that does not require your interaction with our visitors.

### ***Donors / Ladies groups / misc. groups:***

- If we have been asked to serve a group coming in, please be a gracious hostess.
- Dress appropriately – as instructed by staff.
- Mind your manners.
- You may give your first name and where you are from, but do NOT give out any personal information! If asked for your address so they can write you, let them know they can write a letter to Bloom and we will forward the letter to you.
- Do not ask for their personal information.

## Running away – A Note To Students:

Following rules, listening to what others tell you to do and not being able to do what you want is not easy...It isn’t easy at home and it won’t be easy at Bloom. If you don’t learn how to do it though, life will be incredibly difficult!

Running away from life and responsibility is not the answer. Facing your problems and working through them is! As you go through the Bloom program, we are here to help you, guide you and teach you to rely on and trust in God who will always be there for you.

Choosing to run away is a poor decision for your own safety. If you ran, and something were to happen to you in the wilderness, it could be a very long time before you could be found and receive medical attention. It also means that a short term Adult & Teen Challenge program is no longer an option and your parents may look for a longer program for you. Bloom is here to help you in this tough time and running away is running away from help into harm. Think about it – Running away is NOT the fastest way home – finishing the Bloom program is.

If you feel like running away from Bloom talk to your counselor or staff on duty that can help you see that running is not the solution. It can be tempting when things get rough, but running will only make things worse.

To make the best decision, you need to know how we handle runaways... **(for Parents too!)**

- Students that run from Bloom or any other place we may be, will be reported immediately to the police. A full report will be made to them, including any incident that caused you to run (insubordination, rebellion, etc)
- Your parents would be notified of your decision to leave

- Once you are picked up by the police department, your options of places to stay just got much worse...Bloom may not be an option any more. Instead, you may be sitting in juvenile detention instead of staying at Bloom working on finishing the program and going home!
- Many times, Bloom is the only short term program option our students have. Failure to successfully complete the Bloom program may result in your admission into a long-term program lasting a minimum of 12 months. The 3-5 months you will spend at Bloom is always a preference to a long term lock-down facility.

Think about it.....running isn't the answer. You CAN make it through the Bloom program! We will help you every day...

### **General Information:**

- No smoking, drugs, alcoholic beverages, weapons, occult items or other items prohibited by Adult & Teen Challenge, Bloom and staff are allowed anywhere on the premises.
- Disrespect to staff and other students is not acceptable! Any disrespect to staff or other students will result in a writing assignment and/or consequence. Disrespect includes talking back, teasing, name-calling, arguing, bullying, cursing at or blatant disobedience or refusal to something you were asked to do. More rules on this can be found in the Communication section of this handbook
- Unless asked to do so, students may not turn on or off any appliances. This helps to prevent them from being broken. Please ask a houseparent to turn on or off any appliances or electronics needed.
- Phase 3 students may turn appliances / electronics on and off so long as they have received permission

**Sample Student Schedule: (This is a sample only)**

STUDENT SCHEDULE Mon -Fri		Time	
Wake Up: Make beds, get dressed, comb hair		6:30 – 7:00	
Breakfast / Medications Breakfast Clean up / Journaling / Brush teeth		7:00 – 7:45	
Devotions		7:45 – 8:00	
Coaching Appts – Ind & family w/ visits	Group A: Binder Work	Group B: PSNC Curriculum	8:15 – 9:45
	Group A: PSNC Curriculum	Group B: Binder Work	10:00 – 11:45
	Lunch		12:00 – 12:30
	Special Activity / Performing Arts Practice / Reading		12:30 – 2:30
	Chores		2:45 – 3:15
	Physical Education		3:30 – 4:30
	Showers (Group A: Classroom Shower / Group B: Dorm Shower)		4:30 – 5:30
Dinner Prep / Table Setting: (Group A)		5:30	
Dinner		6:00	
Dinner Clean up: (Group B)		7:00 – 7:30	
Character Qualities class		7:30 – 8:45	
Journal Time / Medications		8:45 – 9:00	
Prep for Bedtime		9:00	
Devotions		9:15	
Lights out		9:30	

## WHAT DO WE BELIEVE?

Remember, you are welcome to believe something different that we do at Bloom, but it is important for you to know what we believe. You are welcome to ask questions! Please know that while we are affiliated with the Assemblies of God, we do not seek adherents to a specific denomination and welcome individuals from all different traditions 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.

## 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 Adult & 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 direct service delivery. The ministry shall communicate who has financial and transportation responsibility for these services.

## WHO WE ARE - MEET OUR STAFF

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 and all of you.

**Rev. Tori Ferrari – Director** [tferrari@tcnebloom.org](mailto:tferrari@tcnebloom.org) 774-300-8070 x. 2001

Ms. Tori has served with Adult & Teen Challenge since January 2002 as the Director of short term adolescent girl programs, most recently in Arizona and now as the Founder of Bloom in Northeast. 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 the counseling and care of the students.

**Emma Blake – Case Manager / Mental Health Coach / Biblical Coach (BCMHC)**  
[eblake@tcnebloom.org](mailto:eblake@tcnebloom.org) x. 2002

Ms. Emma will be working with all of you during your daughter's time here. She will be challenging the student to think bigger and solve her problems in better ways than she has before! She will also be your primary contact once the student is enrolled. Ms. Emma is a Board Certified Mental Health Coach and holds her ministerial credentials with the Assemblies of God. She combines compassion, knowledge of the Word and traditional counseling models to minister to the whole person through Growth Focused Brief Therapy.

**Cindy Arnold-Vajgrt, MAFM – Family & Parent Coach** [carnold-vajgrt@tcnebloom.org](mailto:carnold-vajgrt@tcnebloom.org) x. 2002

Ms. Cindy has a wealth of experience serving as the Bloom Family and Parent Coach. For the past 7 years, she has been helping students and their parents navigate trust, communication, forgiveness and life after the program. She holds her Masters in Family Ministry from Grand Canyon University.

**Heather Sohn – Parent Educator** [hsohn@tcnebloom.org](mailto:hsohn@tcnebloom.org) x. 2002

Heather will be working with parents individually, teaching on important customized topics such as social media, communication, the culture, etc to help parents understand the world their daughter's live in. Ms. Heather recently completed her Bachelor's degree in Psychology and is currently pursuing her Master's Degree.

**Cheryl Jacques – Academic Coordinator** [cjacques@tcnebloom.org](mailto:cjacques@tcnebloom.org)

Ms. Cheryl oversees all academic curriculum and instruction for the students during their stay at Bloom while also working with New Testament Christian School in the awarding of school credits for completed work. Ms. Cheryl enjoys teaching the individual students as well as providing group classes on a weekly basis.

### **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!

**STUDENT AGREEMENT**

I \_\_\_\_\_ have read and thoroughly understood all of the guidelines and expectations outlined in this handbook. I agree to follow the rules outlined in the handbook as well as the instructions that are given to me by the staff of Adult & Adult & Teen Challenge Bloom - A Place for Girls.

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

I understand that Bloom is here to help my family overcome our problems and that they want to help me grow personally. I agree to participate in any way to make this happen.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

Witnessed by:

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

**PARENT AGREEMENT**

I \_\_\_\_\_ have read and thoroughly understood all of the guidelines and expectations outlined in this handbook. I agree to follow the rules outlined in the handbook as well as the instructions that are given to me by the staff of Adult & Adult & Teen Challenge Bloom - A Place for Girls.

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

I understand that Bloom is here to help my family overcome our problems and that they want to help me grow as a parent. I agree to participate in any way to make this happen.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

Witnessed by:

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

## BLOOM STUDENT ORIENTATION

*Please complete with staff in the first 24hours of your stay and turn in when completed!*

<b>HANDBOOK INFORMATION</b>		<b>STUDENT INITIALS</b>	<b>STAFF INITIALS</b>	<b>Date</b>
STATEMENT OF FAITH				
OUR PART				
YOUR PART				
STUDENT PROGRESS EVALUATIONS				
	Personal Responsibility			
	Relationships			
	Attitude			
	Consequences / Restriction			
	Loss of Privileges			
	Blessings			
	Group Blessings			
PROGRAM ACTIVITIES	CLASSROOM / CURRICULUM			
	COUNSELING/COACHING			
	COMMUNICATION			
	· In Bloom			
	· Letters			
	· Phone Calls			
BLOOM LIFE	Bed Time			
	Chores			

	Church Attendance			
	Devotions			
	Electronics			
	Laundry			
	Meals / Nutrition			
	Outing / Events			
	Physical Education			
	Physical Contact			
	Property Damage			
	Safety/Fire Drills			
	Sickness			
	Showers			
	Substances			
	Televisions / Movies / Music / Reading Materials			
	Teeth Brushing			
	Van / Car Rules			
	Visitors to Bloom			
VISITATION AND DAY PASSES				
DRESS CODE				
CHORES				
RUNNING AWAY				
Student Agreement Form				

