

New Mexico Adult & Teen Challenge



CLIENT MANUAL

Adult Substance Abuse Recovery Program

New Mexico Adult & Teen Challenge

P.O Box 20610
Albuquerque, NM 87154

505-281-8467

Dear Client,

Welcome to New Mexico Adult & Teen Challenge! We believe that God has brought you here, and we are hopeful for the life change that will happen in the months ahead.

You have come because you've said that you needed help – help in letting go of destructive and unproductive lifestyles, help with addictions, and help in building a new life of integrity and purpose. We are here to come alongside you through the structure of the program, as well as being here to encourage you, correct you, instruct and help you in any way we can. In this environment you will come to know how much God loves you and has a wonderful plan for your life. You will be able to develop a personal and life-changing relationship with Jesus Christ. You will begin to know your gifts and purpose in life. We believe you will graduate from this program a changed person if you will open up your heart and mind to God and to the people who are here to help you.

This program is hard and highly structured; change is hard! But as you learn to trust in God and give yourself fully to Him, you will see real transformation in your life. We know this program works if you work it. God is on your side. He will strengthen, heal and restore your life.

In Jeremiah 29:11 there is a wonderful promise that God declared. This verse is for you!

*“For I know the plans I have for **you**,” declares the Lord, “plans to prosper you and not to harm you; plans to give you hope and a future.”*

May you hold on to this promise and see it come true.

We love you and we are glad you are here. Our prayers are with you.

The New Mexico Adult & Teen Challenge Staff

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Dress Code - Females

Policy No.	CM 100
Date:	01-27-22
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Hair

Hair is to be neat, clean and must not bring unusual attention to the individual. Unnatural hair colors are restricted to **muted** purple, mauve, grey and burgundy.

Jewelry

Jewelry must be conservative and may not draw undue attention to the individual. Chains are not permitted. Clients may not wear jewelry in any body piercing except ears and nose (no bull rings). Clients are not permitted to get new piercings or tattoos while enrolled in the program. Clients are strongly encouraged to leave expensive jewelry and other valuable items with family or friends. New Mexico Adult & Teen Challenge does not accept responsibility for lost, damaged, or stolen items.

Make-up

Make-up must be applied conservatively and may not draw unusual attention to the individual.

Perfume/Cologne

Any product containing alcohol is not permitted. This would include perfumes, colognes, and other hygiene items. Essential oils are not allowed.

Dress Code

The standards for dress are modest, conservative, neat and clean. Shoes are required for all activities except sleeping and showering; shoelaces are to be tied at all times. No clothing may be worn that promotes secular groups or messages that are not consistent with NMTC values. Pajamas are not allowed to be worn outside the floor or living area. Sunglasses and hats may only be worn outside and are to be removed upon entering the building. If there are questions regarding this policy, the client should be directed to their Program Manager.

Dress Code - Females

Policy No.	CM 100
Date:	11-10-21
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There are 4 general classifications of dress at Minnesota Adult & Teen Challenge. The appropriate appearance standards for female activities are:

Choir

- To be worn at choir singing engagements.
- Solid white, collared, button-up, long sleeve blouse; undergarments that will not show through blouse (bra, slip or camisole); black dress pants; and black dress shoes. Shoes must have a back strap on them and heels cannot be more than 2 inches tall.
- Black lipstick is not permitted.

Class/Chapel/Church

To be worn during classes, and whenever deemed appropriate by staff.

- Shirts, blouses, casual slacks, skirts, dresses, dress jeans, or shorts. Sleeveless shirts can only be worn with an appropriate shirt over it, or have a 3 inch wide strap.
- Clothing must not be torn, have holes or be patched.
- Clothing cannot be tight, revealing (no bra straps or cleavage), or excessively baggy.
- Skirts and dresses are to touch the top of the knee or longer, and slits no higher than knee length.
- Shorts are to touch the top of the knee.
- Hats, bandanas or dew-rags are **not** allowed during this time.
- Heels cannot be more than 2 inches tall.
- Leggings (no spandex) and skinny jeans maybe worn with a loose top that covers the butt completely

Recreational/Leisure

To be worn during P.E. class, recreational sports and activities.

- Sweat suits, T-shirts, gym trunks or shorts. – Spandex workout clothing is allowed at this time only.
- One-piece bathing suits may be worn for swimming.
- Pants with words on the behind are not approved at any time.
- Bandanas covering the whole head can only be worn during free time.

Work

- Dress appropriate for the type of work being done. If unsure as to what is appropriate, the client should ask staff on duty. Closed toed shoes may be required.

Dress Code - Males

Policy No.	CM 110
Date:	11-10-21
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Hair:

Hair is to be neat, clean and must not bring unusual attention to the individual. Hair color is to be consistent with a natural/normal hair color.

Jewelry:

Jewelry must be conservative and may not draw undue attention to the individual. Chains are not permitted. Male clients may not wear jewelry in any body piercing including ears. Only one necklace may be worn at a time. Only one ring per hand may be worn. Clients are strongly encouraged to leave expensive jewelry and other valuable items with family or friends. Minnesota Adult & Teen Challenge does not accept responsibility for lost, damaged, or stolen items.

Colognes

Any product containing alcohol is not permitted. This would include colognes and other hygiene items. If alcohol is not a main ingredient, certain hygiene items may be approved by the program manager.

Dress Code:

The standards for dress are modest, conservative, neat and clean. Pants must be worn above the hips at all times, and may not be excessively baggy. Shorts are not to be above the knee. Hats and sunglasses may not be worn in the building. Shoes or sandals are required for all activities except sleeping and showering. No clothing may be worn that promotes secular groups or messages not consistent with NMTC values.

There 4 general classifications of dress at New Mexico Adult & Teen Challenge. The appropriate appearance standards for male activities are:

Choir

To be worn at choir singing engagements.

- White shirt, tie, dark blue or black dress trousers, dark colored socks and dress shoes.
- Dark blue/black sport coat or suit jacket may be required at staff's discretion.

Class/Chapel/Church

To be worn during classes, and whenever deemed appropriate by staff.

- Shirt, sweater, casual slacks, jeans or shorts. No skinny or tight jeans, sweatpants, bball shorts or hats are allowed. May wear dress shoes, casual shoes or athletic shoes unless otherwise directed.

Recreational/Leisure

To be worn during recreational sport activities and free time in the facility.

- May wear sweat suits, T-shirts (including sleeveless), gym trunks or shorts. Shirts are required at all times. Sleeveless shirts should not be worn off the floor during business hours (8AM-5PM).

Work

- Dress appropriate for the type of work being done. Closed toed shoes may be required.

<h1>Passes</h1>	Policy No.	CM 200
	Date:	11-10-21
	Revision:	01-24-22
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There are several types of passes granted at New Mexico Adult & Teen Challenge. Clients should familiarize themselves with the different types of passes and understand the eligibility requirements for each. Clients must submit a Pass Request Form to their Program Manager for approval by Wednesday of the week the pass is desired. (Emergency passes do not require advance notice.) The Program Manager will approve or disapprove the pass request. Clients on probation/parole or furlough must have approval from their probation officer or sheriff to qualify for any pass.

Clients may not take more than one pass in any particular week and may never combine passes with scheduled breaks.

Clients are responsible for their own transportation to and from our facility when going on pass. The visitor picking up the client is required to sign them out when leaving and sign them in when returning. The client is to remain with the person(s) reflected on their pass request.

New Mexico Adult & Teen Challenge occasionally schedules activities on Saturdays that may interfere with normal visitation pass schedules. The Program Manager will inform clients of any changes in schedule which may prevent passes and visitation on a given Saturday.

Program Pass

Clients are eligible for a program pass after completion of level one, two, and three. Program passes cannot be split into smaller blocks of time and cannot be combined with any other passes.

Clients are allowed one program pass for each level completed. Each pass is a onetime pass that must be used in the level it's assigned to. If a client given an extension with level one privileges, the client is not eligible for another level one or level two program pass.

COMPLETION OF LEVEL ONE: Client will receive one 10 hour pass. (11am – 9pm Sat.)

COMPLETION OF LEVEL TWO: Client will receive one 36 hour pass. (8am Fri. – 8pm Sat.)

COMPLETION OF LEVEL THREE: Client will receive one 48 hour pass. (6pm Thurs. – 6pm Sat.)

If a client is eligible for a program pass at Thanksgiving, the client may be eligible to take their program pass on Thanksgiving Day at the discretion of their Program Manager. Clients going on a program pass Thanksgiving Day are eligible to leave the facility at 10:00 a.m. that morning.

Family Pass

Each client is allowed **one** family pass during their stay at New Mexico Adult & Teen Challenge for a special family event such as wedding, birthday, anniversary, family reunion, Thanksgiving or other events of special importance. Eligibility will be considered after being in the program at least 90 days. **The Program Manager will determine the duration of each family pass based on the nature and location of the event.** Since only one pass of this nature is allowed during a client's stay, each client should carefully plan which family event is the most important for him/her to attend.

Clients will not normally be approved for family passes on Sundays because of the requirement to have everyone sing in the choir.

Level 4 Weekly Pass

Clients shall receive off-site passes for Saturdays. Passes may be used between the hours of 12:00pm and 6:00pm on Saturdays. **Pass agenda form must be submitted no later than noon on Thursday and be approved by Program Manager by Friday.**

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Emergency Pass

Unfortunately, emergencies are a part of life and require special and immediate attention. Clients should see the Program Manager to discuss their particular circumstance. If he/she approves the emergency pass, the Program Manager will complete the “Client Emergency Pass Request” form, and will work with the client in determining the duration of the pass. The amount of time allowed for the emergency pass will depend on the nature and location of the emergency. Qualifying emergencies include the death, severe injury, or severe illness of a close family member, or circumstances that threaten their immediate safety.

Valentine’s Day and Wedding Anniversary Pass: Clients that are legally married at the time they enter the program will be allowed, at the discretion of their Program Manager, to take a four hour pass on Valentine’s Day and also on their wedding anniversary. The pass shall be from 5:00 p.m. to 9:00 p.m.

Abuse of Pass Privilege

Clients who abuse their pass privileges by failing to return on time, falsifying information on their pass requests, or attempting to deceive staff about their passes will face disciplinary action. Clients returning from pass will be checked to ensure prohibited items are not brought into our facility. Any client attempting to bring prohibited items into our facility will face disciplinary action

Whether clients are at Teen Challenge or away from the program on passes, it is their responsibility to abide by Teen Challenge policies while enrolled as a client. This includes no smoking, drinking or using drugs, as well as all other policies outlined in the Client Manual. Clients are not permitted to pick up their own prescriptions. This must be done by Teen Challenge staff. If clients become ill while on pass and have medication prescribed, it is their responsibility to notify the Program Manager immediately.

Transitional Appointments

Level 4 clients will be allowed outside appointments, at the discretion of their Program Manager, for the purpose of aftercare planning for things such as: job interviews, church visits, and housing interviews. Appointment destinations, transportation and length of time must be determined prior to leaving the building and approved by their Program Manager. Clients are responsible for providing their own transportation.

Holiday Breaks

Policy No.	CM 210
Date:	11-12-21
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There are two scheduled holiday breaks in the program—Summer Break and Christmas. All normal client activities cease during these times, with the exception of the Short-Term Program. New Mexico Adult & Teen Challenge is not liable for the safety of clients who are away from our facility on break.

Eligibility

Clients may go home during these breaks only if all of the following conditions are met:

1. They must be in our program at least 90 consecutive days prior to the start of the break.
2. They must have the approval of their Program Manager.
3. If on parole/probation, they must have written permission from their probation officer.
4. Clients furloughed to New Mexico Adult & Teen Challenge must have approval from their county sheriff.

Transportation

New Mexico Adult & Teen Challenge does not provide transportation for adult clients who are going away on break. This includes transportation to/from airports, train stations, bus stations, or any other location.

Clients Remaining At NMTC during Break

Recreation, visitation and other activities will be scheduled for clients who remain in our facility during these breaks.

Break Schedule

A schedule of when clients may depart and when they must return during each break is listed below and is also posted on the bulletin board in the client's living facility. Clients who do not return from break on time may be discharged, their time in the program may be extended and/or lose future opportunities to go home during scheduled breaks.

Because there are no exceptions to the designated departure and return times to and from NMTC, clients should reserve their flight/bus tickets at times that will allow them enough time for transportation to and from their mode of travel.

Summer Breaks 2022

Men: Clients may not leave our facility prior to 1:00 pm on Wednesday, July 6th, 2022 and must return to our facility no later than 6:00 pm on Saturday, July 9th, 2022. *(intake must occur on or before April 6th, 2022 to be eligible for this pass)*

Women: Clients may not leave our facility prior to 1:00 pm on Wednesday, July 20th, 2022 and must return to our facility no later than 6:00 pm on Saturday, July 23rd, 2022. *(intake must occur on or before April 20th, 2022 to be eligible for this pass)*

Christmas Break 2022

Clients may not leave our facility prior to 1:00 pm on Wednesday, December 22, 2022 and must return to our facility no later than 6:00 pm on Monday, December 26, 2022. *(intake must occur on or before September 23, 2022 to be eligible for this pass)*

Communication

Policy No.	CM 220
Date:	11-12-21
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All communication policies apply to clients while off-site on an appointment, break, pass or for any other reason.

Phone calls and mail can be a tremendous source of encouragement and motivation for clients. It also can provide a means of fellowship and restoring family relationships. It is very important, however, that clients communicate with only those who are committed to helping them get free of their life-controlling addictions. All clients may receive visits and/or communication from their physician, religious advisor, county caseworker, attorney, and parole/probation officer. These visits may occur at any reasonable hour provided they schedule the visit in advance through the Program Manager who will instruct the charge staff to add their names to the client's correspondence list. All other visitors are subject to the following policy:

One Week Limited Communication Period

After admission to the program, for the first week clients will not be allowed to communicate (phone calls, letters, visits etc.) with anyone other than clergy, legal officials (county caseworker, attorney, and parole/probation officer), or in the case of family emergencies. The only exceptions to this are teen clients who will be allowed to communicate with their parents/guardians and parents who will be allowed to communicate with their minor children. The reason for this is to help the client settle into a daily routine in the program and to prevent the passing of contraband during this critical period. Exceptions to this rule must be approved by the client's Program Manager and/or Program Director.

Computer/Internet

Clients are not permitted to communicate with anyone through email, social media or internet sites (such as Facebook, My Space and others) while in the program. This includes times that clients are away from NMTC on passes, holiday breaks or for any other reason. As a client starts the re-entry process in Level 4, email communication will be allowed. This would apply to such areas as housing, employment, mentors, and church. Email and any internet use associated with it is not intended for casual communications.

Correspondence List

Communication by phone and mail is limited to those individuals whose names are listed on the client's correspondence list. When clients enter the program they will be asked to submit a Correspondence List of individuals with whom they would like to communicate. The Program Manager will review the list and approve those who are believed to be beneficial in motivating and encouraging the client to complete the program. Individuals who may hinder the progress of the client will be disapproved.

Additions to the list

Clients may request an individual be added to their correspondence list by submitting a Client Request form to their Program Manager. The individual will be added to the correspondence list upon approval from the Program Manager.

Deletions from the list

Individuals on the correspondence list who could hinder the progress of the client may be removed from the correspondence list, and are prohibited from further contact with the client.

Communication

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Phone calls

Clients are not permitted to receive incoming calls except in extreme emergencies. The length of outgoing phone calls allowed is based on the client's level in the program. Privileges increase with advancement to each new level. Staff will observe Level 1 clients dialing phone numbers. Long distance calls are to be made with clients' calling cards.

Privileges are as follows:

Program Level	Number of Weekly Calls	Length of Call Time
Level 1	3	10 minutes
Level 2	3	15 minutes
Level 3	3	20 minutes
Level 4	3	25 minutes

Staff will be present during phone times to monitor the area and ensure that the phone guidelines are adhered to. Staff is not present to monitor an individual's phone conversation and will provide as much privacy as possible for clients during their phone time.

Mentor Calls

Clients may make one brief 5 minute call to their mentor once a week to set up a visit or pass without it counting as one of their weekly phone calls.

Kids Calls

Women with minor children will be permitted additional phone calls to their children that will not count as a weekly phone call. Women are allowed three 10 minute phone calls a week to their minor children.

Video Calls

Clients with children who are unable to visit their children will be allowed to video call with them. Clients are only allowed to video call their children not; spouse, significant other, family or friends. These calls are to be completed during visiting times and need to be pre-approved by the Program Manager. All calls will be monitored by staff.

Incoming Mail

All clients' mailing address is PO BOX 20610 Albuquerque, New Mexico 87154. To expedite the timely distribution of mail, clients should encourage their family/friends to include which center they reside at beside the client's name in the address. See examples:

John Doe (Mens Center)
PO BOX 20610
Albuquerque, NM 87154

Jane Doe (Womens Center)
PO BOX 20610
Albuquerque, NM 87154

Incoming mail is normally distributed to the client on the day it is received. Mail from individuals who are not on the client's approved correspondence list will be given to the Program Manager. The Program Manager will meet with the client and determine if the individual should be added to the correspondence list. If so, the mail will be given to the client. If not, the mail will be returned to the individual who sent it.

Mail from federal, state, local agencies, corporations, private companies, etc. will be opened in the presence of the duty staff. Anything received that is not appropriate shall be returned to the sender by the client in the presence of the duty staff.

All incoming packages must be opened in the presence of the duty staff. The Program Manager may also require a client to open a particular letter or other mail in the presence of the staff.

Outgoing Mail

Clients should seal their outgoing mail and attach postage prior to submitting it to the duty staff. Once the duty staff receives the outgoing mail, he/she will forward the mail to the Program Manager for mailing.

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Outgoing Mail (continued)

The Program Manager may require any client to open a particular piece of outgoing mail in front of the staff whenever it is deemed appropriate.

Anytime outgoing mail is addressed to an individual who is not on the client’s correspondence list, the Program Manager will meet with the client and determine if the individual should be added. If so, the mail will be sent out and the individual will be added to the correspondence list. If not, the mail will be returned to the client who will dispose of it in the presence of the staff.

Outgoing mail addressed to federal, state, or local agencies, corporations, private companies, etc. will normally be sent out by the Program Manager even though they are not on the client’s correspondence list. If concerns about a particular piece of mail in this category arise, the Program Manager will meet with the client and then determine whether to send it or not. If the Program Manager decides not to send the mail, the client may appeal to the Program Director.

Visitation

Visitors can be a tremendous source of encouragement and motivation for clients. Visitation is limited to individuals whose names are approved on the client’s Correspondence List. (See CM 220 for correspondence list guidelines.)

All clients, regardless of how long they have been in the program, may receive visits from their physician, religious advisor, county caseworker, attorney, and parole/probation officer. These visits are to be scheduled in advance through the Program Manager at a reasonable time in the program schedule. The Program Manager will add their names to the correspondence list. All other visitors are subject to the following policy:

Wednesday Night Chapel/ Church and Sundays are the only days clients may have visitors except during scheduled breaks and special events. Only visitors approved on the correspondence list will be allowed to visit. The maximum number of visitors a client may have during any visitation period is 5.

Day	Program Level	Hours of Visitation	Location of Visit
Wednesday	All Levels	6:00 PM – 8:00 PM	On or Off Campus
Sundays	All Levels	1:00 PM – 4:30 PM	Within our facility

Visitor Responsibilities

Clients are responsible for their own behavior and the behavior of their visitors. Visitors are to sign in upon arrival to the facility. A list of visitation guidelines is made available to visitors upon their arrival. Complying with these guidelines will help in the client’s progress and help ensure continued visitation privileges. Visitor guidelines include:

- Money and personal items brought for the client are to be given directly to staff. Staff will check personal items and deposit the money into the client’s account.
- Alcohol, drugs and tobacco are prohibited inside and outside on ATCNM property.

- Visitors must remain with the client they came to visit in the designated visitation areas.
- Visitors are not to allow the client to use their cell phone.

<h1>Communication</h1>	Policy No.	CM 220
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VISITOR GUIDELINES Long-Term Program

During our clients' program, visits from family and friends can be a tremendous source of encouragement and support. We are glad for your concern and involvement. Following are some guidelines that will assist you in knowing expectations that New Mexico Adult & Teen Challenge has in relation to our clients and their visitors. If you have any questions, please feel free to speak to a staff member on duty.

- Visitors must provide valid I.D.
- Visitors are to sign in upon arrival and sign out upon departure from our facility.
- Visiting hours begin and end at specific times. Make sure you are aware of that time and end the visit accordingly.
- Money and personal items brought for the client are to be given directly to the staff, not the client. Clients are not permitted to keep money in their personal possession. (Requirements differ for Level 4 clients.) Our staff will deposit their money into their personal accounts, and will provide the client a receipt for any money received. Our staff will also check personal items brought for the client to ensure they are items that are in keeping with our guidelines. (Example: Do not bring gum to a client, as program rules don't allow clients to chew gum.)
- Visitors meet with clients in the designated visiting areas only. Food brought in is to be consumed in the dining room. Non-perishable snacks will be placed in the client's snack bin, and may not exceed the amount that will fit into the client's bin.
- Visitors, including children, may not use the exercise equipment. Children must be supervised at all times.
- Please do not give a cell phone to a client, or allow them to use your phone.
- We encourage you to keep your conversations with clients on a positive note. Encourage them to do their best. While clients may at times be frustrated with the program, it is helping them to develop new life patterns and behaviors. Encourage them to not give up and to complete the program! Please refrain from cursing or using foul language, as well as wearing immodest apparel.
- Alcohol, drugs and tobacco are prohibited inside and outside on New Mexico Adult & Teen Challenge property. If a client is given any of these products by their visitor, it is likely that the visitor could be restricted from further visits. Also, please do not give gum to clients.
- Pets are not to be brought to visits, as they are not allowed in the building or outside on TC property.
- When the client is eligible for passes off-site, the client must remain with the individual who picked them up for the entire pass time. Clients are not to be dropped off anywhere, and left unaccompanied or with someone other than the approved visitor. Clients are not to be in

contact with anyone who is not on their correspondence list, and may not communicate with anyone online.

If you have any questions or concerns regarding your visit, please feel free to speak to a staff member. If these guidelines are not followed, it could prevent clients from future visits or passes; we appreciate your cooperation in making this a positive time with your loved one.

Client Relationships

Policy No.	CM 230
Date:	01-21-22
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Building healthy relationships is an important aspect of personal and spiritual growth. The program will provide an opportunity to learn how to relate to others who come from a diversity of backgrounds and cultures. Clients are expected to cooperate with one another and treat everyone with dignity and respect. All clients are prohibited from engaging in sexual activity, romantic relationships, or expressions of attraction with other clients.

Clients of the Opposite Sex

Clients are not permitted to have verbal, non-verbal, or written communication with clients of the opposite sex unless directed to do so by their staff as part of their program. This includes periods when they are away from the center while on breaks, passes, appointments, or for any other reason.

Sexual Contact

Clients are not permitted to have sexual contact of any kind with anyone but their spouse while enrolled in this program. This includes sexual contact with current clients, relationships before coming into the program, and any acquaintances made after being in the program. This applies whether on TC property or when clients are on passes or holiday breaks away from the TC facility. If clients are struggling with sexual lust of any kind, they are encouraged to address these concerns with their assigned counselor or Program Manager.

Adult and Adolescent Client Relationships

While clients in the adult and adolescent program, there may be times of informal interactions through classroom settings and casual conversations in passing. Adult and adolescent clients may not be in each other's living quarters or hallways. At the Program Manager's discretion, adult clients may be in each other's rooms for socializing, (i.e. playing games, talking, Bible studies). The door should remain open at all times.

Threatening Behavior

Threatening behavior will not be tolerated. This includes, but is not limited to: fighting, intimidation, disrespect or name calling. Clients having difficulty with another client should seek to resolve differences in a civil manner. If they are unable to do so, they should seek assistance from their staff.

Friendships

Clients are encouraged to evaluate their prior relationships and friendships they had before coming into the program to determine whether these relationships will promote or hinder future spiritual growth. They may find that some relationships may need to be ended in order to move forward into a new way of life. Clients are also encouraged to spend time with clients in the program who will be a positive influence and encouragement to them. Gossip and slander should be avoided.

Client Relationships

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Sexual Harassment:

Sexual harassment is unwelcome sexual advances, requests for sexual favors and other conduct of a sexual nature verbal or physical. It may involve but not be limited to: sexually-oriented humor or language; questions or comments about sexual behavior or preference; undesired physical contact; inappropriate comments about clothing or physical appearance; or repeated unwelcome requests for social engagements.

Inappropriate forms of affection are not tolerated at NM Teen Challenge and are grounds for discipline or discharge. Clients who feel they are experiencing sexual harassment or boundary issues, are encouraged to speak with staff and counselors. Information will be kept confidential and the appropriate reports completed and action taken to ensure a safe and nurturing environment.

A demonstration of love and affection are part of our Christian walk and encouraged at NM Teen Challenge. There are many ways to demonstrate affection while maintaining appropriate boundaries. Some forms of appropriate demonstration of affection are listed below: **Same sex only appropriate guidelines**

Brief hugs	Verbal praise
A pat on the back	Hand shake
Hand slapping/high fives	Arms around someone's shoulder
Holding hands during prayer	Sitting next to someone
Compliment on how someone looks	

Some forms of inappropriate demonstration of affection are listed below:

- Full body hugs or spending a long time hugging
- Kissing on the mouth
- Showing affection in isolated areas or locked areas
- Occupying the same bed
- Caressing knees, legs arms or any other body part
- Tickling
- Wrestling with
- Massage
- Playing with or stroking hair
- Comments or compliments that relate to physique or body parts
- Graphically discussing sexual activities or encouraging others to do so.

Married Couples/Couples with Children Policy

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The primary focus of an individual enrolled in any program at NMTC needs to be on his/her personal treatment and recovery from drugs, alcohol and life controlling issues. Therefore, NMTC does not permit spouses, romantic partners, or co-parents to be enrolled in the same program, at the same campus, at the same time. In most circumstances, romantic partners will only be admitted to programs at different campuses to ensure that the relationship does not become a distraction from the individual's recovery. On a case by case basis, depending on program availability and after meeting with the Program Directors and the review team looking at the situation, individuals in a relationship may be allowed to be enrolled in different programs at the same campus.

Eligibility Requirements

- Initial meeting during intake with the Program Directors for approval to be in the programs simultaneously.
 - Any false information given during the initial interview is cause for the removal of privileges and possible discharge
- Clients who are legally married prior to entering NMTC.
- Clients who are in a current romantic relationship prior to entering NMTC and have children together

If individuals are both enrolled in programs at NMTC **at the same campus** they are eligible for the following privileges:

Passes

- Valentine's Day passes and Anniversary passes for those who are legally married prior to entering the program.
- May take program passes together as long as they coincide. (8hr, 24hr, Family Pass, etc.)
 - Each client needs to be signed out by someone who is on their correspondence list.

Visits

- Program Managers/Program Directors will determine what building clients will meet at for normal visitation times on Sundays, 1- 4:30 pm (as the client(s) are eligible for visits)

Mail

- Any letters are to be sealed in an envelope and submitted in the mail slot with all other mail.
- Letters will be sent via interoffice mail and won't need a stamp.
- Clients are not permitted to give letters to staff members of the opposite sex or to have one staff hand it to another staff.

Married Couples/Couples with Children Policy

Policy No.	CM 235
Date:	01-21-22
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Combined Events where other clients' families are invited

Clients may sit together in assigned area (TBD by staff on shift)

May visit as the event/time allows

Counseling

- Is dependent on availability of a family counselor and will be at the discretion of the client's Recovery Chaplain, Program Manager, and Program Director.
 - The primary focus of the NMTC is the restoration of the individual, and then as it is deemed appropriate, and the resources are available, there may be opportunity for marriage counseling.

If individuals are both enrolled in programs at NMTC **at different campuses** they are eligible for the following privileges:

Passes

- Anniversary passes for those who are legally married prior to entering the program.
- May take program passes together as long as they coincide. (8hr, 24hr, Family Pass, etc.)
 - Each client needs to be signed out by someone who is on their correspondence list.

Mail

- Any letters are to be sealed in an envelope, addressed appropriately and submitted in the mail slot with all other mail.
- Clients are not permitted to give letters to staff members of the opposite sex or to have one staff hand it to another staff.

If co-parents are enrolled in programs at NMTC, who are both legal guardians/have legal custody of the child(ren), **and do not have a current romantic relationship prior to entering NMTC;** they are eligible for the following privileges:

Phone Calls

- With the approval of each client's Program Manager or Program Director, a phone call may be made at a designated time, determined by the Program Manager, to discuss issues, concerns, etc about the child(ren) the individuals share.

Client Request Forms

Policy No.	CM 250
Date:	01-21-22
Revision:	01-21-22
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Clients may use a Client Request Form for personal and outside obligations. Each form has its own function. The following colors will help clients assess which form they need:

Client Pass Request Form (green)

A client requesting to go on a pass must be eligible for the pass they are requesting. The client requesting the pass must complete a Client Pass Request Form and submit it on or before each Wednesday. The person whom the client is requesting to spend their pass with must be approved for passes on the client's correspondence list. Approval for the pass is determined by the client's Program Manager.

Client Funds Request Form (tan)

Clients who have a personal account may use funds for personal and outside obligations. For clients to withdraw money, they must complete a Client Funds Request Form; have funds available in their account; and have their Program Manager's approval. Clients must submit a Client Funds Request Form before or on each Wednesday.

Client Request Form (blue)

Clients who have other requests (i.e.: doctor appointments, phone calls to attorney and/or probation officer, meeting with their Program Manager) must submit a Client Request Form. Clients need to be specific with their requests, as it will affect the decision making process.

Alcohol, Drugs and Tobacco

Policy No.	CM 300
Date:	01-21-22
Revision:	01-24-22
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Because New Mexico Adult & Teen Challenge is a program to assist individuals to overcome substance abuse, clients may not possess or use alcohol, illegal drugs or tobacco in any form while enrolled in the program. Misuse of prescription medications will be treated in the same way as the use of illegal drugs. This also includes no possession of drug paraphernalia, lighters and matches. This applies regardless of whether the client is on or off New Mexico Adult & Teen Challenge property. Clients who struggle with the urge to smoke, use drugs or drink are encouraged to talk with staff or their assigned counselor.

Drug Testing

Clients may be asked to submit to a urinalysis, mouth swab or breathalyzer test at any time to determine use of drugs, alcohol or tobacco. Clients who refuse to take the test will face serious corrective action, which may include being discharged from the program.

Corrective Action of Use/Positive Test

All clients who test positive for drugs or alcohol will face possible discharge or having their time in the program extended at the discretion of their Program Manager and/or Program Director.

New Mexico Adult & Teen Challenge is a tobacco free facility. Clients may not possess or use any tobacco product while enrolled in the New Mexico Adult & Teen Challenge program. This restriction applies regardless of whether the client is on or off NMTC property. A client must stop using tobacco while enrolled in New Mexico Adult & Teen Challenge to successfully advance through the program.

All clients who test positive for nicotine whether from use OR second-hand smoke will receive an extension to their time in the program of 30 days.

Depending on a client's conduct and attitude, extensions to the client's program may be reduced at the discretion of their Program Manager and/or Program Director.

Nicotine Patches

It is understood that some individuals can not quit "cold turkey" but rather need a gradual program. To address that need, clients may use Nicotine Patches as an aide to abstain from tobacco products with the following guidelines:

- Clients must purchase Nicotine Patches with their own money or through insurance.
- The Nicotine Patches will be distributed in the same manner as over the counter medications (See Policy No. 630 for more information.)
- Nicotine gum and lozenges or any other tobacco related products are not allowed on or off the property.
- Clients may have 2 – 4 weeks with the Nicotine patch starting in the first month. Once that cycle is over, their use of the patch must cease.
- Clients may not re-start the patch cycle once it is started or completed.
- Clients are encouraged to complete the entire 2 – 4 weeks: if they stop prior to completing, they will not be allowed to re-start.
- NMTC will not be held liable for any adverse reactions to the nicotine patch.
- If clients are found using other tobacco products while using the patch, the patch will need to be discontinued.

Discharge Policy

Policy No.	CM 320
Date:	01-21-22
Revision:	01-24-22
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There are various forms of discharge from the program: voluntary withdrawal, involuntary discharge, runaways, or transfer to another program, medical or mental health facility.

Voluntary Withdrawals and Runaways

While the program is a 12 month program, there are clients who may decide they do not want to stay to finish the program. When this is the case, the client should immediately inform their Program Manager or assigned counselor. This will allow us the opportunity to try and resolve the concerns of the client and help the client make a rational decision. Clients may still choose to leave the program after meeting with the staff, and staff will assist with the discharge process.

While New Mexico Adult & Teen Challenge is not a lock-up facility, clients are not allowed to leave our facility without permission. A client is considered a runaway when they leave the facility without permission and without talking with staff. The client is considered discharged at the moment of departure, regardless of the length of time the client is gone. Clients who have been discharged for leaving our facility without permission may not be readmitted without the Program Director's approval.

New Mexico Adult & Teen Challenge will notify probation officers when any court ordered client leaves the program without permission.

Involuntary Discharges

Sometimes it becomes necessary to discharge a client against the desire of the client or their families. Certain medical and mental health conditions, ongoing noncompliance in behavior or attitude, threatening behavior to another client or staff, bringing alcohol, drugs, or tobacco into our facility, or requiring a level of care beyond our capabilities are among some of those reasons.

Prior to a client being discharged for any of these reasons, the Program Manager will meet with the Executive Director to determine the most appropriate way to deal with the situation. The Program Manager will fill out a Discharge Request Form, which the Executive Director will review. If all both parties agree that discharge is the most appropriate action, the client will be discharged. New Mexico Adult & Teen Challenge will provide a list of resources to these clients upon discharge. Those with nowhere to go will be offered a ride to a local shelter or other suitable facility.

The probation officer/jail staff of any client who is on probation or court ordered to New Mexico Adult & Teen Challenge will be contacted prior to the client being discharged. The probation officer will be consulted to determine how he/she desires us to handle the discharge and whether or not it is safe to release the client into the community. The client will then be discharged in accordance with the agreement between New Mexico Adult & Teen Challenge and the probation officer.

Discharge Policy

Policy No.	CM 320
Date:	01-21-22
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Personal Money

A client that leaves the program must leave a forwarding address for their personal funds. If a client gives staff enough notice prior to discharge during regular business hours, staff can retrieve the client's money before he/she discharges. If a client discharges without any notice, staff will pull the client's funds the next business day for the client to pick up. If a client is unable to return to pick their funds up, the funds will be mailed to the forwarding address left by the client.

Personal Belongings

Clients are to take all of their personal belongings upon departure from the program. If personal items are left behind, the program will dispose of all remaining items after 30 days. Teen Challenge assumes no responsibility for personal items that are left behind.

Readmission to Program

Clients who leave the program cannot be readmitted without the Program Director's approval. If readmitted to the program, the Program Director will determine where they will start in the program.

Corrective Action

Policy No.	CM 330
Date:	01-21-22
Revision:	01-21-22
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The purpose of correction is to provide opportunity for the client to develop healthy boundaries, apply self control, and to learn an appropriate response to rules and expectations.

As a general practice, corrective actions are directly related to the infraction. Examples of common infractions and the possible related action could be but are not limited to the following:

Infraction	Corrective Action:
<ul style="list-style-type: none"> ▪ Resistance to following program schedule ▪ Goes back to bed ▪ Does not keep room clean after warning 	<ul style="list-style-type: none"> ▪ Temporary loss of privileges to sleep in on Saturday mornings ▪ Extra duties
<ul style="list-style-type: none"> ▪ Does not use phone within established guidelines 	<ul style="list-style-type: none"> ▪ Temporary loss of phone privileges
<ul style="list-style-type: none"> ▪ Visitors are a source of client receiving contraband ▪ Client becomes disruptive to his peers during visitation ▪ Client returns from a self-transport appointment with contraband 	<ul style="list-style-type: none"> ▪ Temporary loss of visitation ▪ Removing Individual from Correspondence List

Correction may be applied when a client breaks Program Policies that are outlined in the Client Manual. Corrective action will be assigned on an individual basis and additional loss of privileges may occur if a client continues to have correction-related issues. Continual violation of the Program Policies or failure to accept assigned corrective action may result in the client being discharged. Deviations to this policy may occur at the Program Manager's discretion

<h1>Cash</h1>	Policy No.	CM 400
	Date:	01-21-22
	Revision:	01-21-22
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Clients may need cash to pay for purchases and/or debts acquired during their stay at New Mexico Adult & Teen Challenge. There are however, certain risks involved with having cash in a group residential setting such as ours. Therefore, clients are allowed to have cash for personal use subject to the following policy.

Storage

Clients in levels 1-3 are required to keep their cash in a personal account maintained by our accounting department. They are not permitted to keep cash on their person or anywhere else. This eliminates the risk of theft and allows the client to focus his/her attention on the program.

Adult clients in level 4 are permitted to keep up to \$50 cash, credit cards and checkbooks in their personal possession. However, they are not permitted to give or loan money to other clients at any time. NMTC assumes no responsibility if the clients money is stolen or lost; it is the clients responsibility to maintain the safekeeping of their money, EBT/credit card and checkbook. Level 4 clients may choose to keep their money in their personal account maintained by our accounting department to help avoid the possibility of loss or theft.

Deposits

Clients must surrender their cash or check to the charge staff for deposit into the client's personal accounts immediately upon return to the building or receiving in the mail. It is the client's responsibility to inform the staff of which account (General or Savings) they would like their money deposited in to. If the client does not indicate which account they would like their money deposited in to, staff will deposit it in the client's 'General Account'. Based on the above criteria a receipt will be issued to the client each time cash or check is surrendered for deposit. Clients should never surrender cash or check to anyone without obtaining a receipt.

Savings Plan

Clients have the option of maintaining a separate savings account in addition to their general account. The savings account is intended to help the client learn money management and to save funds for transitioning from the program after graduation. Each money request form will have options to indicate money movement to/from the savings account.

Withdrawals

When a client wishes to withdraw cash from their personal accounts, the client must complete a "Client Funds Request Form," indicating the purpose for which the funds are being withdrawn, and submit the form to their Program Manager.

Once approved, the money will be dispersed to the client and he/she will sign a "Client Withdrawal Form," acknowledging receipt of the money.

Audits

Clients will be asked to verify their account balance at least monthly so that our accounting department can perform an audit. Clients may however, review their account at other times by submitting a request to their staff.

Client Balance Statements

Clients will be provided quarterly with an individual Client Account Balance Statement.

Debit/Credit Cards

Policy No.	CM 410
Date:	01-21-22
Revision:	01-21-22
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Debit and credit cards provide a convenient way to pay for purchases and or debts without having to carry cash. There are however, certain risks involved with allowing credit cards, particularly in group residential settings such as ours. Therefore, clients are allowed to have personal debit/credit cards subject to the following policy.

Storage

Credit cards will be held by the Program Manager for safekeeping. Clients who are not willing to deposit their credit cards with the Program Manager, will be asked to give them to a trusted family member for safekeeping or close the account and destroy the cards, whichever they prefer.

Use

Clients desiring to use their credit cards for things like shopping, passes, holiday breaks, or other approved activities must request the card(s) by completing a “Client Funds Request” form and submitting it to the Program Manager via the charge staff. The request will include which card(s) are needed and the purpose for the request; i.e. shopping, room and board, etc.

Clients must return their credit cards to the Program Manager for safekeeping immediately after each approved use.

Staff may hold the client credit cards while on shopping trips until it is time for the client to check out.

Intake Fee & Tuition

Policy No.	CM 420
Date:	01-21-22
Revision:	01-25-22
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Initial Cost

\$750 one time, non-refundable, intake fee

\$1000 monthly tuition

At ATCNM we desire to put hope within reach of every addict. The monthly fee and tuition cost have been established for the intake process, housing and training of each client during the duration of their program.

The length of treatment options available are: 90 Days/3 Months , 180 Days/6 Months , 12 Month

Financial Screening Procedure

Each client will be required to fill out a financial screening form to determine if they are eligible for the sliding scale. Clients that qualify for a financial scholarship will be determined by their financial status. If you are found indigent it will not disqualify you from being accepted into the program.

General Assistance & EBT Cards

Policy No.	CM 430
Date:	01-21-22
Revision:	01-28-22
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The state generally deposits money into eligible clients' EBT accounts on or near the first of each month. Clients who receive EBT cards from the state are subject to the following policy.

EBT Snap Benefits

Upon entering ATCNM, you will apply for Snap Benefits and designate the DAA (Drug And Alcohol) treatment center as its authorized representative for the purpose of receiving and using an allotment on behalf of the household.

Storage

EBT cards will be held by the Program Manager for safekeeping.

Withdrawals from EBT Cash Assistance

Clients who have EBT cards will be allowed to withdraw money from their accounts on a day designated by the Program Manager. Every effort will be made to schedule a day as close to the first of the month as possible.

When withdrawals are made, clients must withdraw the maximum amount allowed by the ATM machine and give the cash, transaction receipt, and the EBT card to their charge staff. The charge staff will issue the client a receipt and deposit the money into the client's personal cash account.

The EBT card will be returned to the Program Manager for safekeeping.

Food/Fasting

Policy No.	CM 500
Date:	01-21-22
Revision:	01-21-22
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Meals

Nutritious meals are provided for clients on a daily basis. Clients are encouraged to develop habits of self-control in the amount of food being consumed. No food may be taken from the Dining Room, unless approved by staff for a client who is sick. New Mexico Adult & Teen Challenge is generally not able to make accommodations for special dietary needs, and will be determined on a case-by-case basis.

No client will be assigned to do food preparation or washing dishes without a physical exam report in their file indicating a clean bill of health. Clients will do kitchen clean-up on a rotating basis, and must wear closed-toe shoes when doing so.

Snacks

Clients are permitted to bring their own non-perishable, single serving snacks that do not require utensils. Approved snacks are stored in a designated area in plastic bins. All items must fit within the bin provided. Snacks are not allowed in clients' rooms. Any type of energy drink is not allowed.

Chewing Gum

Chewing gum is not allowed at any time.

Fasting

Friday is designated as a day for voluntary fasting during the noon meal for clients who desire to spend time praying. A meal will be provided for other clients who choose to eat. Clients who are diabetic, diagnosed with eating disorders, or required to take medication with food should consult with their physician prior to making any decision to fast.

Clients who wish to fast at other times must fill out a Special Request Form to be submitted to their Program Manager for permission.

Appointments-Medical/Dental

Policy No.	CM 600
Date:	01-21-22
Revision:	01-21-22
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Clients have the right to medical and dental care during their stay at New Mexico Adult & Teen Challenge. Clients are responsible for all of their health care expenses. The Program Director and/or Nurse will meet with clients whose medical care or number of outside appointments interferes with their progress to determine whether or not the client will be able to continue in the program.

Outside Counseling

Each client at New Mexico Adult & Teen Challenge is assigned to their own Chaplain. Marriage/family counseling that has been approved by the Program Manager or medically necessary psychiatric counseling may be allowed on a case by case basis.

Appointment Procedures

Clients wanting to see a doctor must submit a Client Request Form to their Program Manager. They are not permitted to schedule their own appointments. Client Request Forms may be obtained from Program Staff. An appointment will be made at the earliest date possible, and the client will be informed of the date and time of the appointment. After the initial appointment, a follow-up appointment can be made at the clinic, by the clinic's scheduling administrator. However, these appointments must not conflict with existing program curriculum. Therefore, on days classes are scheduled, Monday – Thursday, appointments are able to be scheduled between 9 a.m - 11:30 a.m. Also, appointments being scheduled cannot conflict with in house counseling or therapy appointments. Clients must submit the proposed follow-up appointment to the Administrative Assistant in their house to confirm the appointment.

Chiropractic Appointments

For chiropractic appointments, clients must fill out a client request form and provide their own transportation. These may only take place on Saturday afternoons. Any other days must be pre-approved by Program Manager.

Emergencies/After-hours Appointments

Anytime a client is in need of emergency care, 911 will be called. The responding emergency unit will determine the proper action to be taken. 911 should only be used for genuine emergencies, (e.g. possible heart attack, breathing problems, significant injuries, etc.). To determine the necessity of after- hours visits to health care facilities, clients may call the 24-hour nurse phone line designated on their insurance card, for guidance. This call will be made under the supervision of the charge staff.

Transportation

In general, New Mexico Adult & Teen Challenge will provide transportation to and from medical/dental facilities inside the metro area. The primary clinics are:

- Presbyterian Hospital (and their affiliated clinics)
- Duke City Urgent/Primary Care (and their affiliated clinics)
- First Choice (and their affiliated clinics)

Clients who use other health care facilities that are outside the normal transportation area must obtain approval from their Program Manager and provide their own transportation. Only individuals on the client's approved correspondence list may transport the client. When going to and from appointments, clients are to take the most direct route. They are not to make other stops or do any other types of activities without permission from their Program Manager. This includes personal phone calls, visiting friends, eating meals, or any activity not related to receiving medical care.

Documentation

Clients are to obtain a copy of their diagnosis and treatment prior to leaving the medical facility. These documents are to be given to the charge staff immediately upon return to NMTC. Medical facilities sometimes schedule follow-up appointments for clients. When this happens the client is to immediately notify their Program Manager. Failure to do so will usually result in the client missing the appointment.

<h1>Illness</h1>	Policy No.	CM 620
	Date:	01-21-22
	Revision:	01-24-22
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Clients desiring to see a doctor should refer to the Client Manual policy CM 600.

Clients not needing to see a doctor are encouraged to attend program activities if at all possible, even though they may not be feeling very well. When they feel too sick to participate in the program activities, clients should inform their charge staff.

Too Sick To Participate In Scheduled Activities

When the charge staff determines that the client is too sick to participate in the program activities, the client is required to rest in bed until they are able to participate in regular program activities. While resting in bed clients are not permitted to study, write letters, socialize, or engage in any other activities.

Allergies, headaches and seasonal colds are not grounds for staying down or being sick in your room for the day. Resting for the day will not help fight a cold or allergies.

Once the client feels well enough to resume participating in program activities, he/she must inform the charge staff who will determine which activities are appropriate.

Absence from Level Class

If a client is absent from classes due to sickness, outside appointments, etc. (An absence that is not required by NMTC) it is considered a ‘general absence’. Clients will be allowed up to 4 ‘general absences’ per level without consequence. The 5th absence in a level will automatically add 1 week to a client’s time in that level.

Absence from GSNC Class

If a client is absent from classes due to sickness, outside appointments, etc. (An absence that is not required by NMTC) it is considered a ‘general absence’. Clients will be allowed up to 5 ‘general absences’ per level without consequence. The 6th absence from GSNC will automatically add 1 week to a client’s program.

Excessive Absences

Being absent from scheduled programming could severely hinder the client’s ability to meet program expectations. The Program Manager and/or Program Director will meet with clients whose absenteeism from scheduled programming interferes with their progress to determine whether or not the client will be able to continue in the program. Clients with chronic health issues or frequent doctor’s appointments that prohibit them from fully participating in the program may not be able to continue in the program.

Meals

While on bed rest, clients may choose one of the following meal options:

1. Decline to eat
2. Eat from the regular menu
3. Eat soup instead of the regular meal

If a client is confined to their room due to their illness, medication and meals will be brought to the client.

<h1>Medication</h1>	Policy No.	CM 630
	Date:	01-21-22
	Revision:	01-24-22
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Clients are responsible for purchasing their own medications regardless of whether they are prescription or non-prescription. Clients may never take any medication belonging to another client.

Prescription Medications

Clients who take prescription medications are strongly encouraged to take them exactly as prescribed by their doctor. They may however, refuse to take any dose of medication provided they indicate that choice in the medication log and sign the entry.

If a client wishes to discontinue a medication without their physician’s approval he/she will meet with the Program Physician for guidance about their decision. The client will need to sign a form indicating their decision to discontinue their medication against the advice of staff. Any discontinued medication, whether discontinued by the client or a health care provider will be disposed of by the Program Manager after obtaining authorization from the client.

If subsequent medical treatment is required as a result of refusing to take prescribed medications, the client may be discharged from the program depending on the frequency and severity of the required treatment.

Clients are not permitted to fill their own prescriptions. This must be done by New Mexico Adult & Teen Challenge staff. The Program Manager must be notified of any medication prescribed while the client is away from the program on pass and holiday breaks.

Non-Prescription Medications

Non-prescription medications, vitamins, dietary supplements, and other over the counter health aids may be purchased by clients for their own consumption.

New Mexico Adult & Teen Challenge provides certain non-prescription medications such as acetaminophen, ibuprofen, and Pepto-Bismol. Clients may take these types of medications for minor health concerns. Low dose aspirin (81 mg) may be taken when used to lower the risk of heart attack and stroke.

First Aid

First aid kits are located at various locations throughout the facilities of New Mexico Adult & Teen Challenge. The first aid kits contain basic supplies to treat lacerations, muscle strains, burns and other minor injuries. Clients need to inform the nearest program staff of any incident which results in an injury requiring first aid.

Medication

Policy No.	CM 630
Date:	01-21-22
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Storage

All prescription and non-prescription medications must remain in their original containers and kept in a locked storage container under the control of New Mexico Adult & Teen Challenge staff. The only exceptions are topical creams, asthma inhalers, eye drops, and certain diabetes supplies.

Clients who have diabetes and test their blood sugar may keep their testing supplies in their room. They will be provided with a sharps container to dispose of used lancets.

The Program Manager will be notified when clients have a need to maintain these items in their possession. Clients are not, however, permitted to keep any other medications in their possession at any time except as outlined in the distribution section of this policy. All medications brought into our facility that are not in their original container will be destroyed. If replacement is required, it will be done at the expense of the client.

Refills

Clients, who need their prescription medications refilled, should submit a Client Request Form to their Program Staff several days before they are completely out. Clients are responsible for the payment of all medications purchased for their use.

Distribution and Documentation

It is the client's responsibility to come for their medications at the scheduled times and location designated by the Program Manager. Program Staff is present to assist and observe the clients in the self-administration of their medications. The staff member and the client will sign the medication log for both prescription and non-prescription medications.

Sometimes a client's schedule may prevent him/her from being at the designated location where medication is being dispensed. When this happens, he/she will be given a sufficient supply of medication ahead of time to last until his/her expected return. The client must keep the medication in his/her possession and take it at the appropriate time.

<h1>Medication</h1>	Policy No.	CM 630
	Date:	01-21-22
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Prohibited Medications

The following medications are **PROHIBITED** at New Mexico Adult and Teen Challenge due to their interference with the recovery process.

Examples of prohibited medications include, **but are not limited to**, the following:

Medical Marijuana

Methadone ¹

All Barbiturates

All Medications used Specifically for Weight Loss

All Benzodiazepines

All Medications for Smoking Cessation ²

All Muscle Relaxants

All Stimulant Medications ³

All Performance Enhancing Steroids or Supplements

All Narcotic pain relievers and pain relievers with potential for dependence & abuse

Sleep Aids ⁴

Please note that New Mexico Adult and Teen Challenge has an Approved list of OTC Medications
That Clients may Purchase on their Own

PROHIBITED MEDICATIONS THAT ARE PRESCRIBED TO CLIENTS

¹ Suboxone (Taper no longer than 90 days) or Naltrexone/Vivitrol will be considered for limited use, on a case by case basis, under the direct supervision of a Licensed Prescriber

² Clients are allowed up to a 2-4 week taper of Nicotine Patches

³ Only Strattera & Intuniv are allowed for treatment of ADD/ADHD

⁴ Only Melatonin is allowed as a sleep aid

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MAY BE DESTROYED BY NMTC

Laundry

Policy No.	CM 700
Date:	01-21-22
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Laundry Supplies

New Mexico Adult & Teen Challenge provides detergent for clients' laundry if client can not afford it. If preferred, clients may provide their own detergent, bleach, and fabric softener. New Mexico Adult & Teen Challenge also provides ironing boards and irons.

Dry Cleaning

New Mexico Adult & Teen Challenge does not provide dry cleaning services and supplies. If dry cleaning is required, the client should contact a family member to pick up the clothing items and have them dry-cleaned for them.

Laundry Procedures

Laundry is done according to a schedule for each room. Clients are prohibited from doing laundry outside of the assigned schedule.

Responsibility for Lost, Stolen, or Damaged Clothing

New Mexico Adult & Teen Challenge is not responsible for client's personal laundry supplies or clothes that are lost, stolen, or damaged in our facility. Clients are encouraged to leave expensive clothing at home. This will minimize the impact if clothing is lost, stolen, or damaged.

Personal Property

Policy No.	CM 710
Date:	01-21-22
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Borrowing and Lending

New Mexico Adult & Teen Challenge discourages clients from borrowing or lending personal property to each other. Clients who borrow or lend personal property do so at their own risk. New Mexico Adult & Teen Challenge will not be held responsible for any loss or damage resulting from loaned or borrowed property.

Razors, nail clippers, toothbrushes, manicure/pedicure instruments and other equipment used for personal hygiene may not be shared by clients due to the potential for passing on infection. Hair clippers must be properly disinfected between each use since they may also pass on infectious diseases.

All approved electronics brought into the facility must be new and unopened.

Prohibited Personal Property

Storage space for personal items is limited. Due to this clients will only be allowed to bring two suitcases worth of belongings. In addition to the two suitcase limit, clients may not bring any of the following items. If they do, they will be required to immediately dispose of them or mail them home at their own expense.

- Expensive jewelry/clothing or other valuable items
- Items of sentimental value
- Electronics: VCR's/VHS tapes, DVD players/DVD's, video games, TV's, computers, cell phones
- Digital cameras (35mm film cameras and disposable cameras are allowed)
- Personal vehicles
- Musical instruments (may be allowed after 30 days with Program Manager's approval)
- Drugs or drug paraphernalia, alcohol & tobacco
- Recreation equipment/games
- Tools of any kind
- Weapons of any kind
- Aerosol Cans
- Alcohol Products: mouth wash (ETOH Free ok), Witch Hazel, or any other products with alcohol as an ingredient.

Buying and Selling

Buying and selling property to or from other clients is not allowed. Clients cannot charge other clients for services, such as haircutting. Gifting items value at more than \$10 is also prohibited.

Lost and Found

Clients are responsible for ensuring that all of their personal property is stored in its proper place. When property is found in any other area, it should be turned in to the staff on duty.

Personal Property

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Property Claims

When claiming property, clients will be asked to identify it. Once they are able to do so to the satisfaction of the charge staff, the property will be handed over to them. New Mexico Adult & Teen Challenge may not be held liable for any loss or damage to such property or for turning it over to anyone other than the rightful owner who was able to identify it.

Storage

New Mexico Adult & Teen Challenge will hold all lost and found property for thirty days or until claimed. If the property has not been properly claimed after thirty days, the property will be disposed of by the Program Manager in whatever manner he/she determines appropriate.

NMTC may take temporary custody of a client's personal property for violation of facility policies or to assure that treatment activities and the rights of other clients are not infringed.

Room Inspections

Policy No.	CM 720
Date:	01-21-22
Revision:	01-21-22
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Clients are responsible for maintaining their rooms in accordance with this policy. An inspection of each room will be conducted at least once per week to ensure it meets the established standards.

Room Standards

Clients are responsible for keeping their rooms neat and clean. Beds are to be made, clothes hung up or stored in dressers, and personal items kept in an organized manner. Nothing may be taped or nailed to the walls. Clients may not have decorative lights in their rooms.

Energy Conservation

When leaving the room, clients must ensure all electrical devices are turned off including lights, fans and other items. Clients are not allowed to utilize any devices designed to create additional outlets (i.e. power strips or outlet adapters). Additionally, windows must be closed and locked.

Furniture Location

Clients may not re-arrange any furniture or other furnishings supplied by New Mexico Adult & Teen Challenge. These items were carefully placed to ensure all federal, state, and local codes and ordinances are met.

Contraband

Clients are responsible for any contraband items found in their rooms. Therefore, clients may only enter the rooms of other clients when:

1. The Program Director has authorized clients to enter each other's rooms **and**
2. The client assigned to the room is present

Community Service

Policy No.	CM 800
Date:	01-21-22
Revision:	01-21-22
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It is common for some clients in New Mexico Adult & Teen Challenge to have community service as part of their probation. Clients in this category are required to participate in community service projects until the required number of community service hours has been completed.

Community Service Projects

Community service projects are organized through the Program Manager. Usually these projects are done in the local neighborhood and benefit the community as a whole.

Documentation

The Program Manager will maintain a record of all community service hours completed by each client.

Progress Reports

The Program Manager will include the number of community service hours completed in the quarterly progress report supplied to the client's probation officer(s).

Court Appearances

Policy No.	CM 810
Date:	01-21-22
Revision:	01-21-22
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It is common for clients in New Mexico Adult & Teen Challenge to have pending court cases. Clients should discuss all their legal issues with their Program Manager as soon as they are made aware of them.

Appointment Procedures

Clients must submit a Client Request Form to their Program Manager as soon as they are made aware that they have a court hearing. Client Request Forms may be obtained from the Program Staff.

Transportation

New Mexico Adult & Teen Challenge provides transportation to and from local court appearances. Clients whose court appearances are outside the local area must obtain approval from their Program Manager and provide their own transportation. Only individuals approved for passes on the client's approved correspondence list may transport the client.

When going to and from appointments, clients are to take the most direct route. They are not to make other stops or do any other types of activities without permission from their Program Manager. This includes personal phone calls, visiting friends, eating meals, or any activity not related to their court appearance.

Documentation

Clients are to obtain a copy of all court documents related to their case prior to leaving the court. These documents are to be given to the charge staff immediately upon return to NMTC. Courts sometimes schedule additional hearings. When this happens the client is to immediately notify their Program Manager. Failure to do so may result in the client missing the hearing, which could lead to additional charges.

Progress Reports

The Program Manager will supply a written progress report to the judge when applicable. The progress report will give an accurate account of how the client is doing in the program.

NMTC Representation

Occasionally, New Mexico Adult & Teen Challenge may send a representative to the court hearing. If so, the representative may answer the courts questions regarding our program and/or the progress of the client.

Grievances

Policy No.	CM 820
Date:	01-21-22
Revision:	01-24-22
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The primary objectives of this Grievance Procedure are: 1) to ensure that clients have the opportunity to present grievances to NMTC regarding a certain action or inaction by a member of the NMTC community; and 2) that NMTC has a consistent way of resolving those grievances in a fair and just manner.

A client may pursue a grievance if he or she believes that a member of the NMTC community has violated his or her rights. **This Grievance Procedure applies to alleged discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, family status, public assistance, or disability as well as problems arising in the relationship between a client and NMTC that are not governed by other specific grievance procedures.**

Clients shall receive a copy of the grievance procedure during admission and will be informed of their right to file a grievance. The procedure will also be posted on the bulletin board in their living quarters. Former clients also have the right to file a grievance and will receive assistance when requested.

Grievance Procedure

1. **Informal Resolution:** Prior to using the procedures described below, the client is strongly encouraged, but is not required, to discuss his or her grievance with the person alleged to have caused the grievance. The discussion should be held as soon as the client first becomes aware of the act or condition that is the basis of the grievance. Additionally, or in the alternative, the client may wish to present his or her grievance in writing to the person alleged to have caused the grievance. In either case, the person alleged to have caused the grievance must respond to the client promptly, either orally or in writing.
2. **Grievance Report Form:** If the issue is not resolved satisfactorily, the client should complete a Grievance Report form. (Forms may be obtained from the staff office and assistance in completing the form will be provided upon request). The client or his/her designated representative should submit the grievance directly to their Program Director. If the Program Director is unavailable, the form should be given directly to the VP of Programs. If the grievance involves the Program Director or the VP of Programs, clients may submit their grievances to the Compliance Manager by requesting to do so.
3. **Initial Review & Investigation:** When a grievance form is received, the date and time the grievance is received shall be annotated on the form. The client shall receive an initial response within 72 hours (three days) following the receipt of the form. The Program Director shall immediately conduct an investigation of the facts to determine the validity of the grievance. Upon completion of the investigation, the client shall receive a written copy of the investigation results and any action taken. Copies will also be placed in the client's file. The originals shall be forwarded to the VP of Programs and maintained for a period of not less than seven years. Prior to filing, the VP of Programs will review all grievance forms, investigation reports, and the action taken to ensure that the grievance was handled properly. Additionally, the VP of Programs will send a copy of the form and reports to the Compliance Manager for review.

If the grievance form is given directly to the Compliance Manager by the client, the Compliance Manager will review the grievance to determine whether it is an issue to be investigated by the Compliance Manager or whether it is an issue that should be addressed by the program. If it is an issue to be addressed by the program, the grievance will be forwarded to the Program Director or VP of Programs for investigation in accordance with the procedure above. If the Compliance Manager determines that the grievance is not an issue to be addressed by the program, the Compliance Manager will complete an investigation in accordance with the procedure outlined above.

Additional information regarding client's rights may be obtained by contacting any of the following agencies:

Behavior Health Services
Division NM
Santa Fe, NM 87505
(505) 467 - 9266

Probation

Policy No.	CM 830
Date:	01-21-22
Revision:	01-21-22
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New Mexico Adult & Teen Challenge works very close with probation officers. This requires an exchange of confidential information. Clients who are on probation must complete the “Authorization for Release of Confidential Information” form. This form authorizes the probation officer(s) and New Mexico Adult & Teen Challenge to exchange confidential information regarding the client.

Probation Officer Contact

While enrolled in our program, all contact between the client and his/her probation officer shall be arranged through the Program Manager.

Phone Calls

Clients desiring to call his/her probation officer will be permitted to do so. The Program Manager will schedule an appropriate time and appoint a Program Staff person to facilitate the call.

Personal Visits

Probation officers may visit their clients who are enrolled in New Mexico Adult & Teen Challenge at any reasonable hour provided the visits are scheduled in advance with the Program Manager. (See Client Manual policy # 240)

Progress Reports

The Program Manager provides regular progress reports to the probation officer(s) of all clients who are on probation. These reports are normally sent out quarterly and contain an accurate account of the client’s progress.

Adult Work Therapy

Policy No.	CM 900
Date:	01-21-22
Revision:	01-24-22
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As part of the program, clients are required to participate in work-study assignments. Work-study is designed to teach basic work skills such as teamwork, discipline, cooperation, pride in work, and the development of a strong work ethic. All clients will be required to participate in general housekeeping and other daily living chores. The LTP Mens Program has scheduled Work Therapy Monday, Tuesday, Thursday, Friday and Saturday. The LTP Womens Program has scheduled Work Study Monday, Tuesday, Thursday, Friday and Saturday. Examples of these assignments include, but are not limited to: trash removal, bathroom and kitchen clean-up, yard work, washing vehicles, and other tasks necessary to keep the residence clean, orderly and functioning properly. Clients will also have the option of participating in other work-study assignments that will allow them to learn new or refine existing skills; these areas include Food Service, Maintenance, Development/Marketing, Admissions, and Prevention. These work assignments often require a different schedule and hours than mentioned above. In all work study instances, client participation is entirely necessary and clients may ask to be assigned to a different project at anytime without negative consequence. Such requests should be made to the Program Manager.

During work-therapy, each client will be under the supervision of a work therapy Crew Leader/Supervisor. Clients are expected to work diligently and follow the directions of the Crew Leader/Supervisor assigned over them. Clients may not leave their assigned work area without permission from their Crew Leader/Supervisor.

Counseling

Policy No.	CM 910
Date:	01-21-22
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New Mexico Adult & Teen Challenge provides pastoral counseling to all clients.

Individual counseling sessions are conducted according to an established schedule. Additional sessions may be conducted when requested by the client or the Program Manager.

Individual Counseling

Individual counseling sessions with the Pastoral Staff will normally be geared towards some specific issue identified during the assessment interview and/or Personal Transformation Contracts. Clients are expected to be open and honest with their Pastoral Staff and participate fully in dealing with the topic of each session. In addition to discussing the pain, frustration, and disappointments of the issues being discussed, clients are also encouraged to share their accomplishments, victories, and other areas of success with their Pastoral Staff. Clients are also expected to fulfill any assignments given to them by their Pastoral Staff. Sessions with a Pastoral Staff are provided by NMTC; additional counseling is dependent upon the client's eligibility based on their insurance.

In-House Counseling /Therapy

A wide variety of services are offered by outside professionals who share office space with NMTC. Please see your Pastoral Staff for details.

Outside Counseling/Therapy

Each client at New Mexico Adult & Teen Challenge is assigned to their own Pastoral Counselor. Marriage/family counseling that has been approved by the Program Manager or medically necessary psychiatric counseling may be allowed on a case by case basis. Please refer to CM 600 for guidelines when scheduling an outside appointment.

Client Eligibility for Outside Counseling/Therapy

The following criteria will be used by NMTC to determine if a client is eligible for consideration of outside counseling/therapy services:

- Dependent on the client's insurance
- Client must provide their own transportation to and from the family therapy facility
- Client must agree to allow NMTC access to family therapy treatment records
- Client must receive authorization from the Program Manager
- Clients are responsible for any cost that may occur

Below only available in New Mexico:

Family Counseling (other than for Teens)

With agreement from the Program Manager and CE Counselor, clients may be eligible Family Counseling. Marriage & Family Therapy (MFT) interns may also be available for clients to meet with and appointments with NMTC MFT interns does not require insurance. Please see your Chaplain for details.

Family Transformation Day

This monthly event is designed to help families acquire insights and skills that can help them better understand and improve their relationships, increasing the likelihood of successful recovery from addiction. It is voluntary but highly recommended.

Level 1, 2, 3, 4 clients and their families
First Sunday of each month (unless noted)

Mens Center Campus
10:30 a.m – 12 p.m with visits to follow after

Support Groups

Policy No.	CM 920
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Support groups are an integral part of any aftercare plan. Because of this, Teen Challenge wants all of its clients to experience what is available in the way of Christ centered recovery groups. Attending these groups will begin in level 4 and is encouraged upon graduation.

Level 4 support groups

When a client enters level four they will begin attending a support group designated by their Program Manager. This is a required weekly meeting and clients are expected to fully participate in all aspects of the program.

Whether clients are at Teen Challenge or away from the program at their support group, it is each client's responsibility to abide by Teen Challenge policies while enrolled as a client.

Vehicle Safety

Policy No.	CM 940
Date:	01-21-22
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Client Passengers

- Clients are required to wear seatbelts whenever riding in vehicles owned or operated by NMTC.
- Clients must remain seated while the vehicle is moving.
- Clients must not listen to loud music while the vehicle is moving.
- Clients must refrain from distracting the driver while the vehicle is moving.
- Food and beverages are not allowed in NMTC vehicles.

Client Drivers

- A client who is interested in driving NMTC vehicles may submit their driver's license to their Program Manager. Human Resources will then run a check on their license and will inform their Program Manager if they have been approved to drive. Once the client has been approved they must watch the "Coaching the Van Driver" video and complete the supplementary quiz. When this has been completed they will be approved to drive.
- Damage or abuse to New Mexico Adult & Teen Challenge vehicles shall be reported immediately to the Program Manager.
- Drivers may not exceed posted speed limits and must obey all traffic laws.
- Drivers may not operate motor vehicles if they are using any medications that warn against driving.
- All accidents are to be reported immediately to the Program Director.
- Drivers receiving tickets while driving a New Mexico Adult & Teen Challenge vehicle are responsible for paying and/or resolving the ticket with the appropriate agency.
- Clients that receive a speeding ticket or any other motor vehicle violation that might negatively affect that client's driving record, must notify the Human Resources Manager within 1 business day of receiving the ticket and/or violation. This includes driving NMTC vehicles and personal vehicles.
- Prior to backing up a NMTC vehicle, the driver must if at all possible, have someone outside of the vehicle acting as a guide. (This policy does not apply to NMTC owned cars).
- Prior to moving the vehicle, the driver is required to ensure that all passengers have their seatbelt fastened. (This does not apply when driving a bus.)
- All drivers must adhere to the policies and procedures listed on the Vehicle Operation-Instructions and Acknowledgement Form.

Client Conduct at Church & Choir Events	Policy No.	CM 950
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1. Upon arrival at the church, clients should wait in the lobby area until their staff has given directions. Clients are not to be scattered throughout the church at any time.
2. If the church provides coffee or other refreshments for their congregation, clients may not partake until their staff has given permission. If members of the congregation invite them to have coffee, clients should inform their staff and wait for permission from them. Clients should not request coffee or other refreshments from the church.
3. Clients must fully participate in all aspects of the service. They must be sensitive to the style of worship and order of service established by the local church.
4. Clients should remain in the sanctuary for the entire service. In case of an emergency, they must obtain approval from the staff on duty before leaving the sanctuary. Bathroom needs should be taken care of before leaving Teen Challenge and between services.
5. Clients may not leave the church for any reason until directed to do so by the staff on duty.
6. Clients must not fill out welcome cards or other visitor information forms.
7. Clients may not take tracts, tapes, Bibles or other literature from the church. These items are purchased for the benefit of their congregation.
8. During meal times, clients must take moderate portions. Female clients should always be served first. Clients may not go back for seconds unless invited to do so. When going back for seconds, clients must wait until everyone has been served once. Family members may eat with clients only after the NMTC representative has received permission from the pastor. Clients and family members must clean up after themselves.
9. Clients may not communicate in any manner with NMTC clients of the opposite sex.
10. Clients and staff must be polite and responsive to the church congregation. They must not engage in arguments with other clients or demonstrate negative attitudes. Clients should be mindful that they are there to bless others and should express thankfulness in their words and actions.
11. Clients must conform to the choir dress code during the entire time they are at the church.
12. Cameras are not permitted at choir events.
13. Clients are not permitted to receive money or handle any donations. They also are not permitted to express the personal or financial needs of themselves or their family to anyone at the church.
14. Testimonies should not exceed 3-4 minutes in length. Do not preach to the congregation.
15. Clients may not give or receive personal information to/from anyone at the church.
16. Clients may not communicate with former clients attending the service who left NMTC prior to graduation.
17. Clients may not receive anything from family, friends, or anyone else at the church or event.
18. No guests are permitted to sit with the clients during services where the choir is singing. Individuals on the client's correspondence list may, however, sit with the choir at services where the choir is not singing. After the service, clients are not permitted to go off to other areas of the church or outside with their guests.

19. Clients may take a change of clothes on Choir trips where the one way traveling time exceeds 2 hours. They may not, however, change clothes until after they eat and receive permission from their duty staff.
20. Clients must return to our facility in the same vehicle that they rode in to the event.

<h1>Outside Employment</h1>	Policy No.	CM 960
	Date:	01-21-22
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Clients may be eligible to work outside of New Mexico Adult and Teen Challenge 30 days prior to their graduation if it is approved by their Program Manager.

Process

Once a client has decided that they want to work for an employer outside of NMTC they will submit an Employment Verification Form to their Program Manager. This form needs to be filled out completely.

The Program Manager will review the clients request and if there are no issues the client will be allowed to work starting 30 days prior to their graduation. Program Directors and Center Directors have the authority to approve more or less time for work depending on recovery and aftercare needs. On occasion with approval from the clients Program Manager and Program Director a client may start work 60 days prior to their graduation if it is deemed beneficial to their recovery.

If there are exceptions that need to be made, the Program Director should make the final decision. If a client needs a cell phone for their employment they are to check it out when they leave and turn it in as soon as they return to their building. Clients may not bring their personal vehicle to the facility to use for work unless it has been approved by the Program Manager and Program Director. If a client is allowed to use their personal vehicle they must turn their keys in when they return from work.

- These steps must be followed per GRH funding:
 - Program Director or Center Direct must notify the Social Services Coordinator of all clients who will begin working as soon as the client has accepted a job offer.
 - The Social Services Coordinator will get the following documents to the client:
 - A Household Report form
 - An Employment Verification form
 - Fill out the Household Report form.
 - Take the Employment Verification form to his / her employer and the employer will complete this and sign it.
 - Bring both of these completed documents back to the Social Service Coordinator.
 - Provide a pay stub to the Social Services Coordinator as soon as they receive their first paycheck.

When the Social Services Coordinator receives the required documentation for the client, it will all be faxed to the county and then filed in the client’s Social Services file. Once the paperwork is received and processed by the county, they will send out a notice stating how much the client will owe towards Room and Board and how much GRH funding will pay.

Once the Room and Board amount is determined, the client will NOT have to report every month.

- The county will send the client an Earned Income Report every 6 months.

During the 6 month period, the client will NOT need to report any pay increase or additional work hours. Any increase in payment for Room and Board will be determined at the time of the 6 month report.

All money will be handled according to NMTC client funds policies.

Client Program Update

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Clients will be evaluated by their Program Manager each quarter and will receive a Program Update indicating their performance/progress over the previous three months. Clients will review these Program Updates with their Program Manager. Program Updates will take place in the 3rd, 6th, 9th, 12th month and every third month thereafter as long as the client remains enrolled.

Evaluation Areas

Clients will be evaluated in the following areas each quarter:

Relationships/Personal Contacts

- With peers
- With staff
- With family
- With people outside NMTC
- Appropriate boundaries with the opposite sex

Program Participation

- Follows rules and policies
- Receives correction well
- Academic attendance and participation
- Counseling attendance

Work Ethic

- Motivation to work
- Dependable
- Ability to complete a given task
- Work well with others/team
- Balance work and program
- Community service

Personal Growth

- Eager to change and grow
- Emotions stable and mature
- Optimistic attitude
- Identify/deal with personal issues
- Character development

Physical/Mental Health

- Exercise and healthy eating habits
- Mental health/medication management
- Chronic health concerns

Money Management

- Able to develop and maintain a budget
- Ability to save (increase in savings)
- Responsible with credit/debt reduction
- Other i.e.: child support, fines

Future Plans/Goal Setting/Aftercare

- Ability to set specific goals
- Ability to implement a plan of action

- Ability to follow through with plans

Client Program Update	Policy No.	CM 1000
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Example of a Program Update Form:

Client Program Update



Client: DOB: Level at evaluation: Type:

Entry Date: Evaluation Date: Evaluator:

Progress Key:

Unsatisfactory	Average					Excellent				
(NA)	1	2	3	4	5	6	7	8	9	10

Please Note: A Progress Evaluation is open for editing for 10 business days from the Evaluation Date.

Relationships/Personal Contacts

- With peers
- With staff
- With family
- People outside MnTC
- Appropriate boundaries with opposite sex

Program Manager Comments:

Client:
Goals:

Program Participation

- Follows rules and policies
- Receives correction well
- Academic attendance and participation
- Counseling attendance

Incidents:

Academic:

Program Manager Comments:

Client:
Goals:

Work Ethic

- Motivation to work
- Dependable
- Ability to complete a given task
- Work well with others/team
- Balance work and program
- Community service

Program Manager Comments:

Client:
Goals:

Personal Growth

- Eager to change and grow
- Emotions stable and mature
- Optimistic attitude
- Identify/deal with personal issues
- Character Development

Counseling:

Program Manager Comments:

Client:
Goals:

Physical/Mental Health

- Exercise and healthy eating habits
- Mental health/medication management
- Chronic health concerns

Medical:

Program Manager Comments:

Client:
Goals:

<h1 style="margin: 0;">Client Program Update</h1>	Policy No.	CM 1000
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Example of a Program Update Form (continued):

Money Management Ledger: <input type="checkbox"/> Able to develop and maintain a budget <input type="checkbox"/> Ability to save (increase in savings) <input type="checkbox"/> Responsible with credit / debt reduction <input type="checkbox"/> Other i.e.: child support, fines Ledger: / Savings: <input type="text" value="\$10.00"/> <input type="text"/>	Program Manager Comments: <input type="text"/> Client: Goals: <input type="text"/>
Future Plans/Goal Setting/Aftercare <input type="checkbox"/> Ability to set specific goals <input type="checkbox"/> Ability to implement a plan of action <input type="checkbox"/> Ability to follow through with plans	Program Manager Comments: <input type="text"/> Client: Goals: <input type="text"/>
Drivers License Status: <input type="text"/>	
Legal Issues: Legal: <input type="text"/> <input type="text"/>	
Other Issues: <input type="text"/>	

<h1>Music/Musical Instruments</h1>	Policy No.	CM 1100
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Music is an integral part of life at New Mexico Adult & Teen Challenge. Clients are allowed to keep MP3 players with approved Christian songs.

Musical Instruments

Clients may have their own personal musical instruments only after receiving permission from their Program Manager. The Program Manager may revoke that privilege at any time.

Exercise

Policy No.	CM 1110
Date:	01-21-22
Revision:	01-24-22
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Recreation and physical fitness are very important. Clients will therefore be allowed as much time as possible to participate in activities which promote health, physical fitness, and opportunities to expend energy in a constructive manner. Staff are not allowed to participate in recreational activities with clients unless specifically authorized by the Program Manager. This will help ensure adequate supervision is provided to our clients.

ATCNM has a Planet Fitness membership that is offered to students after their first 30 days in the program. ATCNM has staff supervision at all times with the clients while at Planet Fitness.

<h1>Reading Material</h1>	Policy No.	CM 1120
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Reading can be a great source of relaxation and learning. Therefore, New Mexico Adult & Teen Challenge provides **additional opportunities beyond what is required in the curriculum for your enjoyment. Local newspapers (as available) as well as a library are provided. We encourage clients to bring their own Bible and devotional book. Clients are allowed to have additional personal books in their possession as provided by NMTC; all books must be approved by the Program Manager before the client can have them.**

Newspaper (when available)

- Clients are responsible for keeping newspapers in the area designated by the staff
- Clients are responsible for keeping newspapers in a neat and orderly fashion
- Clients are responsible for keeping newspapers intact; sections may not be separated, whole pages or individual articles may not be removed for personal use

NMTC Library Books

- Clients are responsible for signing out books – no more than two at a time.
- Clients are responsible for returning books in good condition as soon as possible so other clients may also borrow the book.

Mentors

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Mentors

Having a mentor can be one of the most powerful, life-changing experiences in your life. Here at New Mexico Adult & Teen Challenge we are committed to the mentoring process for everyone who desires to have someone walk beside them in this life as a disciple of Jesus. All mentors for New Mexico Adult & Teen Challenge are volunteers.

Requesting a Mentor

In order to be placed on the waiting list, please fill out a Client Request Form for your Program Manager stating that you would like to have a mentor. Family member of current clients are not allowed to be mentors. If you have someone that you would like to be considered as a potential mentor, please have that person visit the www.mntc.org website for more information on applying. All mentors must complete an application, have a reference form filled out, pass a background check, and complete NMTC's onboarding requirements prior to being assigned to a client.

Mentor Assignment

Mentor assignments are made by each client's Program Manager. Once a mentor is recruited and trained the Program Manager will meet the mentor and assign one of the clients on the waiting list. This will be based both on how long the client has been waiting for a mentor as well as how the Program Manager feels a particular mentor will fit with a particular client. Consideration will be given to both of the individual's interest compatibility as well as personality types. Any time after the first three meetings, if either the client or the mentor feels that they may not be well matched; either individual can request to be reassigned.

Mentor Relationships

We ask each mentor to commit to a minimum of 2 Saturday afternoons a month. The official time for client / mentor meetings is during the Saturday afternoon pass. In rare occasions, the Program Managers may make an exception and allow the meetings to occur during a week night other than Wednesday. No mentor / client meetings will occur on Wednesday evenings as all clients will be in church. Once assigned, the mentor will be added to the client's correspondence list and the client is encouraged to maintain regular contact with the mentor.

Meeting / Visit Request

The client will be responsible for filling out a Client Pass Request Form (green – see Client Request Forms – policy CM 250) for each meeting with their mentor. If something comes up prohibiting you from meeting with your mentor at the pre-arranged time, please notify your mentor as soon as possible. Remember, your mentor is a volunteer and we should do whatever we can to treat them with respect.

Mentor Visits

While out with a mentor, clients are to conduct themselves in accordance with all the rules of New Mexico Adult & Teen Challenge. When clients are out with their mentor they are not to use telephones, or any other mode of communication without prior approval of staff. This pre-approved exception must be communicated directly to the mentor by staff. Whether clients are at New Mexico Adult & Teen Challenge or away from the program with their mentor, it is their responsibility to abide by New Mexico Adult & Teen Challenge policies while enrolled as a client

Soliciting Funds	Policy No.	CM 1220
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Clients are not allowed to solicit current NMTC staff, Board Members, mentors, volunteers or supporting churches for money to assist them. This would include, but is not limited to, the following possible reasons a client or former client may be looking for funds:

- To assist in any legal fees
- To assist in any medical/dental bills
- To assist in any missions trips
- To assist with education
- To assist with internships