

# **Disciplining Students in the Teen Challenge Residential Program**

## **Class Resources for Lesson 6**

### **Handout #1**

#### **Selected parts of the Teen Challenge USA National Accreditation Standards**

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## Note to the Student

This handout has been prepared specifically for the course, "Disciplining Students in the Teen Challenge Residential Program." Three handouts need to be read in your preparation for Lesson 6 in this course.

1. Handout #1 which includes selected parts of the Teen Challenge USA National Accreditation Standards
2. Handout #2 which contains selected pages from the Teen Challenge Policy and Procedures Manual.
3. Handout #3 which is the Teen Challenge Men's Home Student Orientation and Rules booklet.

A complete set of the Teen Challenge USA National Accreditation Standards is available from Teen Challenge USA. [www.TeenChallengeUSA.com](http://www.TeenChallengeUSA.com)

Four sections of the TC Accreditation Standards address issues related to disciplining students in Teen Challenge.

1. Student Rights
2. Student Records
3. Staff Training
4. Confidentiality laws

This class on discipline will focus primarily on the first two sections listed above. Consequently only those standards are included in this handout.



# 2012

## Accreditation Standards

Approved by the  
TEEN CHALLENGE INTERNATIONAL, U. S. A. BOARD OF DIRECTORS

Please direct questions or comments to:      Accreditation Manager  
dougj@teenchallengeusa.com

## THE HISTORY OF ACCREDITATION

Accreditation was originally decided upon at a national directors meeting in 1976. The participants (several executive directors, regional representatives, Teen Challenge National staff, and others) authored our original standards under what was then called “certification.” The statement of purpose for certification was and remains today “to provide a means to maintain the integrity and unity of the Teen Challenge ministries and to enable Teen Challenge to fulfill its purpose” (1978).

In 1989, after a number of studies and at the request of the Teen Challenge constituency, accreditation became a requirement for all Teen Challenge ministries. That same year, the National Accreditation Office was established.

Between May 1989 and June 1992, the Teen Challenge National Accreditation Revision Committee met regularly to revise the Teen Challenge Standards. This process formally involved over 60 Teen Challenge ministries with many other Teen Challenge ministries providing input as well. The revised standards were approved by the Teen Challenge National Board in June 1992 and became official at the October 1992 Teen Challenge National Conference in Washington, D.C. A subsequent revision was accomplished in 1994 to clarify references and provide sequential numbering.

The 1996 revision was the result of interaction with staff and directors at over 100 Teen Challenge centers conducted personally by the National Accreditation Manager over a 24 month period. Detailed written input was obtained from almost 25 executive directors, program directors, board members, and national staff, the Assemblies of God attorney, the revision committee, the national staff, the regional representatives. The National Teen Challenge board approved the 1996 final product. It proved to be more user friendly.

In 2001 there was a need to tighten up the language of the standards to compensate for changes in the fabric of society and minor revisions were presented to the Operational Board of TCI, USA (Regional Representatives) in January 2002. The result is a set of standards that define Teen Challenge as an organization and facilitate the Teen Challenge mission statement and the goals of the organization now maintaining Teen Challenge centers across the U.S.

As the need arises, revisions will be proposed and require final approval by the National Teen Challenge board as efforts are made to keep the Accreditation Standards relevant and useful to the mission of Teen Challenge.

## ACCREDITATION GOALS, DEFINITIONS, AND PROCEDURES

### GOALS:

1. To provide a measure of public confidence that will assist a local center's public relations and fund-raising efforts.
2. To provide an onsite review and follow-up process that ensures quality and consistency in all Teen Challenge affiliates.

### DEFINITIONS:

The definitions used in this document are unique to Teen Challenge Accreditation. The definitions are as follows:

1. **Shall** means mandatory compliance.
2. **Should** means mandatory but allows for an effective alternative.
3. **Recommended** means compliance is preferred though not mandatory.
4. **Absolute**: To ensure the integrity of the Affiliation Agreement between TCI, USA and Teen Challenge nationwide, our constituency requested that the following standards have the added designation as “**absolute**” and identified with an asterisk (\*). These standards are #s 1, 9, 13, 17, 18, 20, 24, 31, 36, 70, 72, and 80. Compliance in these Standards must be constantly maintained if a Teen Challenge organization desires a continued affiliation with TCI, USA.

The Accreditation categories are:

- **Full Accreditation with Honors** valid for **three years**. (compliance in 95% or more of the mandatory standards at the time of the review).
- **Full Accreditation** valid for **two years**. (compliance in 80% to 94% of the mandatory standards at the time of the review).
- **Provisional Certification** (A compliance of 79% or less) valid for a defined period of time and indicates specific improvement needed.

A center will still have to become 100% compliant in order to receive their designated accreditation. Failure to do so will jeopardize affiliation with TCI, USA. (See point 3 under Procedures)

### OTHER DEFINITIONS:

1. **TCI, USA** means Teen Challenge International, USA.
2. **BOD** means Board of Directors
3. **(NR)** means Non-residential.

Those standards with (NR) after the number indicate a standard which a Non-residential Program will need to be in compliance with.

## STUDENT RECORDS

**Standard 68:** There shall be written policies and procedures governing the compilation, storage, disposal, and dissemination of individual student records. (Refer to Standard 70 for further guidelines.) These policies and procedures shall ensure that the program is:

- a. \_\_\_ Maintaining a central file for all student records in which information and documents are maintained in a standardized manner.
- b. \_\_\_ Developing and/or using forms for the purpose of data collection and record-keeping.
- c. \_\_\_ Periodically reviewing student records to assure they are current and that staff are signing and dating entries in the student records according to program policy.
- d. \_\_\_ Providing staff orientation and/or training on the use of student records.
- e. \_\_\_ Safeguarding all student records against loss or tampering by providing locked storage.

**Standard 69:** There shall be a file maintained on each student for at least five years that contains, when appropriate:

(Subpoints a-h are not listed here. See the book of Teen Challenge USA Accreditation Standards for the entire list.)

- i. \_\_\_ Progress notes. Entries shall be filed in chronological order and shall include the date and any relevant observations that were made as well as the signature and staff title of the person making the entry. (Standard 49).
- j. \_\_\_ Records of services provided. Summaries of services provided shall be sufficiently detailed so a person not familiar with the program can identify the types of services the student has received.
- k. \_\_\_ Discharge summary.

## STUDENT RIGHTS

**Student rights** are defined as “provisions for assuring the protection of all Teen Challenge residents from mistreatment or abuse.” For our purposes, the term could be “student protection”, but “student rights” is the term preferred for legal considerations.

### Reporting Abuse

**Standard 75 (NR):** The center shall have in the staff manual a written procedure to provide guidance to staff and ensures compliance with the following:

- a. \_\_\_ Any staff member or volunteer who has any knowledge of an alleged incident involving acts or omissions which may constitute abuse, neglect, or exploitation of a student shall make an immediate verbal report to the director or designee.
- b. \_\_\_ Any alleged incident of child abuse shall be handled in accordance with federal, state and local laws. In many states there exists mandatory reporting of alleged abuse.
- c. \_\_\_ The staff member or volunteer shall submit a written incident report to the director within 24 hours, who shall inform the BOD or designee.

**Standard 76:** The center shall have written policy on student discipline that addresses the following standards:

- a. \_\_\_ Corporal discipline shall be prohibited. Physical restraint may be used if a student becomes out of control.
- b. \_\_\_ Students shall not be subjected to any harsh, cruel, or excessive discipline.
- c. \_\_\_ Discipline of a student shall not benefit a staff member personally in any manner. Discipline shall be administered in a just and equitable manner. Circumstances that may lead to immediate discharge shall be clearly defined.
- d. \_\_\_ The reasons for any restrictions from student behavior shall be explained to the student when the measures are imposed, and appropriate alternative behavior shall be described. This shall be documented in the student record.



## STUDENT GRIEVANCE POLICY:

**Standard 77:** The program shall have in both the staff manual and student handbook a student grievance procedure that addresses the following:

- a. \_\_\_ All staff and volunteers shall be required to know the provisions contained in the student grievance procedure and how to process a student complaint.
- b. \_\_\_ All complaints shall be acknowledged and documented within 24 hours (72 hours on weekends).
- c. \_\_\_ The student shall be informed of the findings and recommendations within seven calendar days.
- d. \_\_\_ Student grievance procedures shall be written in clear, simple language appropriate to the student population and shall inform the student of the following:
  - i. The right to seek remedy for any complaint.
  - ii. Methods to be used to file a complaint.
  - iii. The right to grieve directly to any staff member.
  - iv. The right to have direct access (if necessary) to the Executive Director at some point in the grievance process.
  - v. The right to submit a complaint in writing and to have assistance in writing the complaint if they are unable to read or write.
  - vi. The right for grievances to be resolved in a timely fashion, generally within seven days.

**Standard 78:** Students shall be adequately informed of the following rights, presented in clear and non-technical language:

- a. \_\_\_ The right to give informed consent to refuse treatment or medication and to be advised of the consequences of such a decision. That any third-party coverage of treatment, including any limitations on the duration of services, be made aware of if available.
- b. \_\_\_ The right to a grievance procedure.
- c. \_\_\_ The right to a humane and safe environment free from abuse, neglect, and exploitation. The student shall not be detained against their will. They shall be granted dignity and personal privacy.