

FAMILY

residential handbook



Pathways Community Behavioral Healthcare, Inc.

CHALLENGE TO CHANGE

Residential Family Handbook

Welcome to Pathways! The Adolescent CSTAR program is designed to serve adolescents and their families whose lives have been impacted by the use of alcohol and/or other substances. The program serves adolescents from ages 12 through 17 and is structured to meet the specific needs of the adolescent client and their family. We believe that we can assist you and your child in achieving your goals and overcoming the difficulties that many teenagers face today. You will have the opportunity to work closely with qualified and experienced staff that can support you and your family throughout the treatment process. Our treatment team consists of a wide array of Certified Substance Abuse Counselors, Qualified Substance Abuse Counselors, Licensed Professional Counselors, Licensed Clinical Social Workers, Community Support Specialists, Psychiatrists, Residential Treatment Technicians, Support Staff, and Registered Nurses who represent a wide variety of life experiences and cultural diversity.

This handbook will provide you with a basic understanding about our expectations for your child's behavior and your family's level of participation while in treatment. It should also provide you with information about program structure, available services, and an explanation of the overall treatment process.

We strongly believe that everyone that is admitted to our program has the opportunity to be successful in their treatment process and in their life. By following the guidelines of this program, the staff can assist your child and your family with successful completion of your treatment process.

Your family's treatment process consists of nine stages of treatment. Active client and family involvement in all stages of treatment will greatly improve your child's potential for success in many areas of his/her life.

Treatment Services

You and your family will receive a variety of treatment services to include the following components:

Intake:

During your child's admission to the program, you and your family will meet with a staff member who will help you complete paperwork that your child will need to become a client at Pathways. We will talk with you and your family about what your child's treatment process will be like and what our expectations will be. You'll have a chance to meet the people who will be working with your child and arrange participation in family services.

Admission Requirements:

1. Physical exam completed by physician within 6 months prior to admission.
2. Immunization records.
3. Legal guardian **MUST** accompany client to sign admission documentation.
4. Parent/guardian of non-medicaid clients **MUST** bring proof of income and number of dependents. Their most recent tax records will satisfy this requirement.
5. Adolescent clients **MUST** be informed that CSTAR treatment is a nine stage process with continued outpatient treatment in their local area. The usual length of residential treatment is 45-60 days depending on their progress in treatment, level of family involvement while in treatment, and available outpatient services in their local area. The average length of continued outpatient treatment is approximately six months once again depending on rate of progress and level of family involvement.
6. Pathways **MUST** be a recognized provider for clients who have private health insurance. Clients who are out of network will be required to make payment for their first month of services upon admission and monthly thereafter. Program fees are based upon a sliding scale as determined by Dept. of Mental Health based upon household income and number of dependents. Non-network insurance clients who are unable to meet this financial commitment will be referred to a provider in their network area.

Comprehensive Assessment:

Early into their treatment, your child will meet with a counselor to look at their strengths, limitations, and problem areas to identify treatment needs. This assessment will provide a solid foundation for you and your child to begin the treatment planning process.

Family Counseling:

Family Counseling is a required part of your child's treatment process. Because the problems of substance abuse and addiction affect the entire family, it's important that family members become involved in the recovery process. Family involvement during the treatment process helps improve communication, reduces possible conflict in the home, and assists family members to learn healthy ways to get their needs met without the use of chemicals.

All current research shows that a high level of family participation in your child's treatment process will improve their chances to be successful in their home, school and community.

Family Awareness Group:

This group provides family members with practical, hands on strategies to improve communication, decrease problem behaviors and encourage positive habits. It will also strengthen and clearly define family roles, and assist your family to gain support during the treatment process. This is a very important part of the treatment program.

Over the years, many family members have reported this group to be their best opportunity for learning and trying new skills that benefited their family as a whole. Due to the high level of attendance and limited capacity, the number of family members that may participate is limited. Please speak with your child's Primary Counselor or Community Support Specialist for more information about attending this group.

Community Support:

During your child's treatment process, your Community Support Specialist (CSS) and other staff will work closely with you, your child's school, and any other community agencies they may be involved with. Some of these may include Juvenile Officers, Drug Court Officers, Children's Services Caseworkers, Division of Youth Services, etc. Progress Reports will be made available to parents/legal guardians, caseworkers, and other agencies as allowed by written consent.

Another important way that you can be supportive of your child's treatment process is by reviewing their weekly or monthly progress summaries. Please let us know how you would like to receive these reports. We will be happy to fax, email or send them via postal service.

Individual Counseling:

A Primary Counselor will meet with your child to identify problem areas and treatment needs. They will work closely together to address personal issues that are the result of substance use. They will also identify and build skills to improve issues such as anger management, grief, impulse control and conflict resolution.

Individual counseling for family members is also available. Please speak with your child's Counselor or CSS for more information.

Group Counseling:

You child will have the opportunity to participate in group counseling sessions which will provide a safe and non-judgmental environment to discuss treatment issues. This will help them learn to express feelings in a healthy way and develop positive peer support.

Group Education:

We will provide your child with educational groups on topics such as negative effects of substance abuse, anger management, healthy recreation, self-esteem, stress management, health issues, values, relapse prevention, parenting and communication, etc.

Trauma Counseling:

Trauma counseling services are available to adolescents who have experienced psychological trauma, including, but not limited to, incidents of abuse, deprivation, or neglect. Clients deemed appropriate for this service will be referred to a qualified therapist, who will assist client with education, support, and emotional processing related to the traumatic event(s).

Co-Occurring Counseling:

Adolescents who experience a co-occurring mental health disorder in addition to their substance abuse disorder may be referred to a qualified therapist to address these very important issues simultaneously.

Nursing:

Residential clients may receive education from a Registered Nurse on various topics such as nutrition, hygiene, and HIV/STD prevention. An RN may also assist in coordinating medication needs and non-emergent health care issues as they arise.

Adolescents admitted to residential services must be medically stable. Should your child require physician treatment services, parents will be required to provide transportation and supervision. If your child is currently prescribed medications, parents should plan to bring or provide a thirty day supply upon admission into the program. Although we may be able to assist you in coordinating your child's medication needs during their residency, parents are ultimately responsible for providing prescribed medications.

Academic Education:

Residential and some outpatient clients will have the ability to meet their academic needs by participating in a modified academic educational component which is coordinated through the treatment program. Participation in Academic Education is expected. All clients participating in this treatment component will attend school two hours per day (Mon-Fri). If your child is presently enrolled in school, staff may assist in coordinating an exchange of schoolwork to prevent a lapse in your child's education. If your child no longer attends school, a certified teacher will provide academic assignments to address educational needs.

Assignment completion and school participation are factored into overall treatment progress.

Program Expectations

Your child is in treatment due to experiencing the effects making decisions and choices that have had negative consequences in many areas of their life. Pathways' Challenge to Change will teach them to improve the way they think, feel and act without using alcohol or drugs. They will learn how to make healthier decisions and choices that benefit them rather than cause problems. The Challenge to Change program is designed to assist your child in being more successful in their daily life. This includes improved communication skills, problem solving skills, family relationships, academic performance, recovery skills and overall healthy living. The program is structured to encourage these positive behavior changes focusing on his/her strengths, learning new skills and practicing these new techniques in a supportive environment. Pathways uses privileges, Smart Plans for behavioral change, recovery assignments and clearly defined expectations of performance to reinforce healthy changes.

Bi-weekly, your child will have the opportunity to earn higher levels of privilege based on their progress in the program. Their level of participation, progress in group and individual activities, completion of therapeutic assignments, and positive contribution to the residential community will determine their daily and weekly performance scores. Each week, residential clients can move forward in their stage of treatment and earn a variety of privileges such as increased phone time, therapeutic passes, and other residential setting privileges.

Staff will provide your child with scheduled assignments to be completed in a timely manner. Residential clients will receive therapeutic exercises to be completed while on scheduled passes. Completion of therapeutic assignments and tasks are very important and reflect half of your child's overall progress.

Your child will have the ability to earn performance scores on a daily basis. They will not 'lose points' for negative behaviors, however these poor choices may affect their daily and weekly performance scores. These weekly scores will determine if they have earned the privilege of advancing to the next stage of treatment. Each step up to a higher stage of treatment will increase the level of personal privilege and responsibility.

Pathways makes every effort to ensure that all of our clients are safe while in our care. Therefore, behaviors including possession of contraband, physical aggression, self-destructive behaviors, alcohol and drug use, running away from the program, property destruction, theft, verbal/emotional abuse and/or possession of weapons of any kind will result in strong action up to and including referral to a more intense level of services and/or criminal prosecution.

To assist your child with staying on track with his/her recovery, Pathways discourages sexual/romantic relationships with other clients in services

We remind you that it is illegal for adolescents to use tobacco products before the age of 18. Providing tobacco products to adolescents while on pass is not only illegal, it makes it very difficult for your child who will re-experience withdrawal symptoms upon returning from your visit.

Treatment Program Participation

Your child is expected to attend all program activities while in treatment. If, for any reason, your child is unable to attend treatment services, they will need to speak with a staff member to be excused if appropriate.

Grounding

Poor choices and decisions will result in your child earning negative sanctions called Jeers. Serious or numerous Jeers will result in your child being grounded. When grounded, they will immediately lose all current privileges, including pass and telephone privileges. They will remain grounded until they meet with their primary counselor and develop a Smart Plan.

Smart Plan

Smart Plans can be described as brief, structured agreements made to assist with decreasing specific behaviors that cause problems for your child, family, peers or staff. This agreement also lets them gradually earn back whatever privileges they previously had. This will be negotiated with the primary counselor and other treatment team members.

Parents report Smart Plans are also helpful to address problem behaviors at home. Participation in family services can provide the skills needed to make Smart Plans effective in your home environment.

Your child's Smart Plan will be:

S= Simple
M= Measurable
A= Achievable
R= Realistic
T= Timely

Confidentiality

The staff at Pathways will make every effort to guard your child's privacy and private health information. There are federal laws that protect confidentiality. We will only communicate with individuals and/or outside agencies with which we have been given written consent to do so. Exceptions to this would include possible child abuse/neglect, court order, or risk of harm to you or others.

We expect that you will respect the privacy and confidentiality of his/her peers by not sharing their information with anyone. Adolescents who do not respect this rule will be held accountable by staff and their peers.

Another way that we ensure your child's right to privacy is to use an established identifying code word when you call to discuss progress or other issues. We ask that you not pass the code word to others, and we strongly recommend that you do not inform your child of the identifying code word.

Drug Testing

While your child is a client in the program, his/her will receive random drug screens to assure that what we're doing in treatment is working and to also recognize their healthy choices in remaining substance free. All test results will be reported to parents, Juvenile Officer, Children's Services Caseworker, etc. Although a positive test may not result in discharge from the program, it may indicate that they require a more intense level of treatment services. An initial test will be completed on all new clients to establish a baseline for any further testing. If he/she refuses to provide a UA when requested by staff, the test results will be considered positive.

Search Procedure

Non-invasive measures will be taken to ensure the safety of the environment and your child through the use of initial and periodic searches.

Dress Code

Pathways believes that how your child dresses is a direct reflection on how they feel about themselves and it impacts how people perceive them. The dress code is established to assist him/her in making positive choices about how they present themselves to others.

Shirts must cover their belly area and may not be low cut, revealing, seductive or provocative. Any writing or insignia on clothing items must reflect healthy choices and positive messages. The length of shorts must come down to the tips of their fingers when their arms are extended by their side. Female clients are expected to wear bras and everyone is expected to wear underwear. Please leave hats, bandannas, and sunglasses at home. Pants will be worn around their waist. A belt may be used to assist them with this.

Pajamas, lounging attire, and/or bare feet are allowed inside their bedroom. Socks and shoes must be worn at all times in and outside of the facility. They are required to wear appropriate nightwear when in bed, ex. pajamas, shorts/shirt, etc. We will hold any clothing items that do not match the dress code.

Hygiene

Your child will be provided with a daily shower schedule. All clients will shower one time daily. Please send hygiene products including shampoo, deodorant, hair care items, tooth brush, tooth paste, and feminine hygiene items.

Every client will be assessed upon admission for lice or other communicable infections and treated or referred elsewhere as appropriate.

Your Personal Belongings

We encourage you leave any items of significant value at home. Unfortunately, we cannot control nor be responsible for loss or theft of your child's belongings. To prevent these problems, we expect that they will not lend or borrow personal belongings with their peers. All clothing and belongings brought into the facility will be checked for appropriateness, marked with his/her initials, and listed on their personal inventory. We are not responsible for any personal belongings left at our facility after seven days following termination of residential services. We reserve the right to confiscate any personal items or clothing that is determined to be inappropriate. Confiscated items may be returned upon termination of residential services if appropriate.

Telephone

During the Pre-Treatment Stage of treatment, your child will be allowed to make one ten minute phone call weekly under the supervision of their CSS. Once advanced to Stage One, they will begin enjoying regular, unsupervised phone privileges. Your child will be assigned scheduled days each week on which phone calls to family can be made. The frequency and length of phone calls depends upon your child's stage status. Adolescent clients will only be allowed to call people listed on their approved phone list. All long distance phone calls must be made by either calling collect or using a calling card. If you want your child to call you at scheduled phone times, you will need to provide a calling card for their use. Violation of phone rules may result in removal of phone privileges and/or negative sanctions. Being Grounded or placed on Smart Plan may result in loss of scheduled phone privileges.

Don't be surprised if your child calls and asks to come home....repeatedly. They will probably have many complaints about various topics. For example, many kids complain about 'unfair rules', being irritated by peers or staff, complying with dress code, etc. This is a natural and normal response when adjusting to life in a structured therapeutic community. We ask that you remain supportive of your child's treatment process and keep your conversations positive, encouraging of their efforts, and focused on successful completion of treatment. ***Note: If purchasing calling cards, please be aware of excessive access charges that significantly reduce the overall value of the card. All AT&T cards have especially high rates.*

Television/Radio Use

Your child may enjoy the privilege of watching television and listening to the radio during designated times. Television and radio use are considered privileges. Certain radio stations and/or television channels may be restricted due to inappropriate content.

Room Assignments

Rooms, as well as beds, are assigned by the staff and will remain as assigned unless approved by staff. To maintain a clean appearance we ask that you refrain from taping, nailing, or tacking anything to the walls. Bulletin boards are provided for each client to display appropriate personal items.

Some adolescent clients have difficulty adjusting to their roommates. Again, this is normal and clients are encouraged to develop increased tolerance and conflict resolution skills in these situations (this may also help them with similar sibling conflicts at home).

Therapeutic Passes

To assist your child with practicing skills learned while in residential services, he/she will have the opportunity to earn therapeutic passes outside of the facility.

We want you to be involved in your child's treatment process. Regular family participation in their treatment process will help them to be successful in treatment as well as your community. During the course of your child's treatment, family members must participate in either individual family sessions or Family Day group sessions weekly for your child to be eligible for therapeutic passes.

Stage One passes are two hours in length. Stage Two and Three passes are three hours in duration. Therapeutic passes will be allowed if your child maintains stage expectations and demonstrates responsible behavior on their passes. Parents, DJO/DFS/DYS Caseworkers are considered members of your child's treatment team and will participate in approving all pass requests.

Adolescents must meet the following criteria to be eligible for an offsite Therapeutic Pass:

- 1) They must be on Stage One or higher
- 2) They cannot be grounded.
- 3) If they are on a Smart Plan, their plan must allow the pass.
- 4) Their pass must be approved by the treatment team and,
- 5) The family member(s) that they will be going on pass with **MUST** attend either individual family therapy sessions **OR** Family Awareness group sessions during the week the pass is scheduled.

Failure to return to the program as scheduled may result in loss of future passes, grounding and Smart Plan or administrative discharge.

Medications

We encourage your child to remain on their medications as prescribed by their physician while in treatment. In keeping with Pathways' standard of quality treatment standards, prescription medications that are brought into treatment must meet the following requirements:

1. It must be a current prescription.
2. The medication contained in bottle matches prescription on outside of bottle.
3. The prescription is clearly labeled with client's name, date, and physician.

Prescribed medications that are potentially addictive will be reviewed and possibly referred for physician consultation and alternative medication recommendations. Over the counter medications (OTC) prescribed by a physician for a chronic medical condition will require a doctor's order. A limited selection of OTC medications is available through Pathways as needed for non-emergent medical issues.

Meals

Your child will receive three meals per day at designated times. All menus have been approved by a Registered Dietitian and exceed standards for nutrition and enjoyment. Snacks are also provided throughout the day and evening.

Housekeeping

As part of your child's treatment process, they will be given the opportunity to learn daily living skills, personal responsibility, teamwork, leadership and the personal satisfaction of contributing to a community of which you're proud of. He/she will be a part of a work crew that will be responsible for care and maintenance of personal and community living areas.

Transportation

As with all of Pathways' services, your child will be held to a standard of conduct that is respectful of everyone and ensures the safety of yourself and others.

Mail

Your child is allowed to send and receive mail while at Pathways. They must, however, open mail in the presence of staff. We will confiscate the contents if it is inappropriate. Parents or legal guardians have the right to limit their child's access to mail they receive. Pathways reserves the right to limit your child's access to mail if we determine it to be in their best interests. If we believe that the mail that your child sends or receives is inappropriate, we will forward it to their parents or legal guardian.

We suggest you to provide your child with stamps and envelopes so they may write to you as often as they like. We encourage you to exchange letters with your child and let them know that you're proud of the hard work they're doing!

You may send mail to your child at the following address:

Child's Full Name
Pathways Adolescent CSTAR
1450 E. 10th St.
Rolla, MO 65401

Discharge/Transfer from Residential Services

Upon completion of residential services, your child will be referred to the nearest Adolescent CSTAR office so they may continue in Outpatient services. Current research shows that adolescents who continue to receive support in Outpatient services are more likely to decrease the negative effects of substance abuse and achieve a higher level of functioning in other areas of their lives.

Staff will assist you and your child with transitioning to Outpatient services by providing contacts and scheduling initial appointments. We will also coordinate this transition and make recommendations for ongoing substance abuse treatment needs with any other community agencies your child may be involved with.

Should your child be discharged from residential services prior to their planned transition date, you will be required to provide transportation within twenty-four hours notice of discharge.

We hope this handbook provides you with all the necessary information to help you, your family, and your child benefit from the wide variety of skill development, recovery activities, and hands on strategies to continue to improve your lives!

Now, the boring and technical stuff.....

- In our effort to provide excellent services to the consumers we serve, Pathways adheres to an established Professional Code of Ethics. If you would like to see a copy of this policy, please make your request to the Director of Adolescent CSTAR Services.
- As a mental health provider, we are mandated reporters and, as such, are legally obligated to report suspected cases of abuse and neglect

TREATMENT GRIEVANCE PROCESS

- A. Clients who believe treatment decisions have been unjust or improper are encouraged to discuss their concerns with their clinician/physician/case manager. A response to the client's issue should be made as soon as possible, but no later than five (5) working days. If the issue is resolved at this level, no further action is necessary.
- B. Issues not resolved by the treating staff may be taken by the client to supervisory personnel for resolution. Complaints raised to this level shall result in an internal event report being completed and filed. Supervisory staff shall respond as soon as possible, but no later than five (5) days to a written client complaint and document their response for attachment to the event report. In addition, clients shall be advised that they can put their complaint in writing to management.
- C. Treatment issues not resolved by supervisory personnel may be taken by the client to the Pathways' Clinical Director/VP for resolution. The Clinical Director/VP shall respond as soon as possible, but not later than (5) working days. The response must be documented for attachment to the event report.
- D. Treatment issues not resolved at this level may be taken by the client to the Chief Executive Officer for resolution. The Chief Executive Officer has five (5) working days to respond. The response must be documented for attachment to the event report. Decisions at this level are final.
- E. Retaliation toward clients for complaints and/or grievances shall not be tolerated.

CLIENT RIGHTS VIOLATIONS GRIEVANCE PROCESS

- A. Clients believing their rights have been violated are encouraged to discuss this with their treatment staff or the supervisors for resolution. Alleged client rights violations shall be documented on an internal event report.
- B. Alleged client rights violations not resolved between the client and treating staff and/or their supervisors may be taken by the client within five (5) working days to management staff for resolution. Management staff has five (5) working days to respond to the client rights grievance. The response must be documented for attachment to the event report.
- C. Alleged client rights violations not resolved at the management level may be taken by the client to the Clinical Director/VP for resolution. A response must be made within five (5) working days and

documented for attachment to the event report.

- D. Clients continuing to have problems with the resolution of their alleged client rights violation may take the issue to the Chief Executive Officer within five (5) working days for resolution. The CEO shall respond within five (5) working days and document the response for attachment to the event report.
- E. Alleged client rights violations not resolved at this level may be taken by the client to the Board of Directors within five (5) working days. The Board has 30 days to respond. The response shall be documented for attachment to the event report. The decision at this level is final.

Clients may pursue their treatment complaints or alleged client rights violations with the Department of Mental Health Client Rights Monitor at any time.

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Client Rights Monitor
Missouri Department of Mental Health
PO Box 687
Jefferson City, Missouri 65102

800-364-9687
573-751-8088 (local)

Quick Reference Guide

We understand that during the Intake and Orientation process you have probably been overwhelmed by a great deal of information about your family's treatment process. As such, we want to assist you by providing you with a quick reference guide.

Your child's Primary Counselor is: _____

Your child's Community Support Specialist is: _____

Your Family Services Coordinator is: _____

Our office hours are Monday – Friday 8:00 am – 5:00 pm. The office phone number is 573-364-7551 Ext. 156. The after hours crisis pager number is: 1-800-581-9017. Our fax number is 573-364-6302.

Your first Family Services appointment is scheduled for: _____

Phone Privileges:

During the Pre-Treatment Stage of treatment, your child will be allowed to make one or two ten minute phone calls weekly under the supervision of their CSS. Once advanced to Stage One, they will begin enjoying unsupervised phone privileges. Your child will be assigned scheduled days each week on which phone calls to family can be made. The frequency and length of phone calls depends upon your child's stage status. Adolescent clients will only be allowed to call people listed on their approved phone list. All long distance phone calls must be made by either calling collect or using a calling card. If you want your child to call you at scheduled phone times, you will need to provide a calling card for their use. Violation of phone rules may result in removal of phone privileges and/or negative sanctions. Being Grounded or placed on Smart Plan may result in loss of scheduled phone privileges.

***Note: If purchasing calling cards, please be aware of excessive access charges that significantly reduce the overall value of the card. All AT&T cards have especially high rates.*

Your child's scheduled phone time is _____.

Therapeutic Passes:

In order to be eligible for a therapeutic pass, adolescent client must meet certain requirements:

- 1) They must be on Stage One or higher
- 2) They cannot be grounded.
- 3) If they are on a Smart Plan, their plan must allow the pass.
- 4) Their pass must be approved by the treatment team and,
- 5) The family member(s) that they will be going on pass with **MUST** attend either individual family therapy sessions **OR** Family Awareness group sessions during the week the pass is scheduled.

You may send mail to your child at the following address:

Child's Full Name
Pathways Adolescent CSTAR
1450 E. 10th St.
Rolla, MO 65401

****Please note that this address is our office address only. The adolescents do NOT reside at this address. The physical address where they reside is:**

1202 E. 18th St.
Rolla, MO 65401

Should your child be discharged from residential services prior to their planned transition date, you will be required to provide transportation within twenty-four hours notice of discharge.