



# **NORTH SPRING BEHAVIORAL HEALTHCARE, INC.**

**Resident/Family**

**Handbook**

**Revision 8-27-11**

# Welcome



Welcome to the Residential Treatment Program at North Spring Behavioral Healthcare, Inc! We look forward to helping you. We know that your decision to get help for yourself was probably not easy to make. You may feel somewhat anxious or guilty. You may feel angry or out of control. Those feelings are normal. You will feel more comfortable as you spend time with our staff and get to know North Spring.

We hope this handbook helps you to learn more about North Spring. It's going to take time to get used to being here, and we want to be as helpful as possible. Your goals may be to feel better, get along better with others, to not feel so angry and upset all the time, or to resolve a crisis situation. We intend to help you reach your goals by providing a safe and structured program made up of good people who are really devoted to helping you.

North Spring staff members have an immense amount of experience helping residents with all types of problems as well as helping their parents, guardians, and other members of their families and communities. Please feel free to ask any of our staff for help in understanding this handbook or any other aspect of the program.

# Staff Contact



At the beginning of your stay, you will have several staff persons assigned to you as main contacts - a Therapist, Doctor, Case Manager, and Unit Coordinator. They are here for you; ask them whatever you need to know.

Please write the names of your Doctor, Therapist, Case Manager and other members of your treatment team in the space provided below.

Doctor -

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Case Manager -

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Therapist -

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Unit Coordinator -

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# Assessment/Treatment Planning

Your treatment begins with an evaluation of what is going on in your life. You will be interviewed by the Doctor. You will also talk with a Nurse, Therapist, Teacher, Dietician, and others. It is very important to us to get your view of the situation. You will be interviewed to provide information that **only you can give**. It is also very important that you answer questions as completely as possible. The more we know about you, the better we can help.

Following these assessments, your Doctor and other members of your treatment team will meet to form an individualized Treatment Plan. Your help is needed in forming the plan. Your Treatment Plan describes treatment goals, what type of help is needed, what professionals will be involved, and what methods will be used. This plan can help you accomplish your goals. If you have questions about your treatment plan, ask your Doctor, Therapist, or any other member of the treatment team.

# *Treatment Program*

The Residential Treatment Program is a specialized program designed to meet your needs. It is intended to help residents from age 9 through age 17 with all types of problems. We encourage you to be on time and participate in all activities in order to get the most out of treatment. The program provides structured activities seven days a week. A typical treatment day begins around 6:30 a.m. and ends around 9:30 p.m.

You will meet weekly with your Doctor. Below are descriptions of other key components.

Each unit has a unit specific handbook that will have modifications to rules and expectations so please read both handbooks.

## **Daily Goals Group and Wrap Up Group**

Goals Group and Wrap Up Group are held daily. The purpose of these groups is to help you develop goals related to your Treatment Plan and evaluate your progress. Goals Group is held in the morning. You will talk about your overall goals in treatment, your daily goals, and develop an action plan about how to use daily treatment activities to meet your goals. Wrap Up Group is held in the evening. You will talk about treatment activities, progress in meeting your overall and daily goals, the actual solutions that you used to meet your goals, and other potential solutions. These groups are also used to discuss and solve any problems or issues on the unit.

## ***Group Therapy***

Group therapy allows you to get support from others with similar problems, talk about real life situations, and provides a safe place to try out new ways of doing things. Group therapy focuses on

your goals, present situation, strengths, and solutions. It can help you change how you think, feel, and act. Group therapy teaches skills - you will learn the important interaction between the way a person views themselves, others, and the world and how this relates to emotions, behaviors, and physical states.

Group therapy lasts approximately one hour and is led by a mental health professional with training and experience in group therapy. Some of the group therapy sessions are educational. These classes or groups involve talking about certain subjects that will help you deal with day to day issues such as decision-making, problem solving, resolving conflicts, stress management, anger management and dealing with peer pressure.

### **Other groups and classes**

**Life Skills** - This group helps develop basic skills such as communication skills, how to spend leisure time, beliefs and values, setting daily goals, and time management skills. It also teaches about the importance of good diet, exercise, health and rest.

**Addiction Education** - This group gives information about addiction, drugs classifications (such as tobacco/caffeine, alcohol/other depressants, marijuana/hallucinogens, and amphetamines/cocaine), and recovery.

**Women's/Men's Issues** - This group focuses on the unique aspects of girls or boys: their needs, their aspirations, their personalities, their goals, etc.

**Medication/Diagnosis Education** - This group teaches you about specific medications, benefits of medications, medication compliance, side effects, and talking with medical professionals. It also teaches you about different problems, symptoms, coping, and treatment.

**Activities Groups-** You will see a recreation therapist at least two times each week. Many activities groups help you learn how to solve problems, learn about yourself, express feelings in appropriate ways, reduce stress, and improve how you get along with others. You will get to participate in arts & crafts, music appreciation, exercise, sports, games, relaxation training, and other leisure activities.

## *Our Treatment Methods*

Here at North Spring we have adopted two well-known therapeutic methods to help the residents we serve. Older kids use an approach called Mode Deactivation Therapy (MDT). MDT focuses on a resident's beliefs about themselves and the world, which have developed through their experiences. We recognize that you've been through a lot. MDT doesn't try to change you - it just helps you think about the way you think and react to circumstances; to help you figure out what might make your life easier and happier, and helps you work out a way to make that happen. Younger kids use a second approach called Parent Management Training (PMT). This method focuses on rewarding you for exhibiting positive behavior and recognizes how hard it can be to control some of your feelings.

One component of the PMT rewards program is the utilization of a point system. Our direct care staff accurately document on a daily basis how you are doing. They account for the day's events by keeping track of the points earned by each resident in half hour increments. These point totals are used for later spending at the canteen or "treasure box". These points are not just tracked for a resident's spending but are used

as a measure to determine progress. The tracking of success by using the point system helps to encourage continued progress for the resident.

Both MDT and PMT use levels. The level system helps you and your team gauge progress toward program completion. The levels are broken down into five segments: orientation level then levels one through 4.

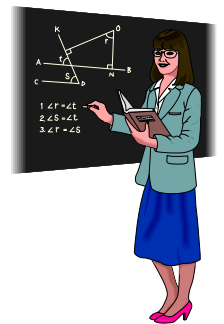
At the end of the brief Orientation Level, you transition to Level One. Each time a you ask for advancement to the next level, your team meets and discusses whether you have consistently made the progress necessary to achieve the next level. They consider all areas of treatment including unit behavior, behavior while in school, as well as effort in therapy. Level Four is considered the elite level. We recognize that every resident is different and has different needs - our level system is individually tailored to you based upon your treatment plan and your own goals.

## ***Restraint and Seclusion Philosophy***

The staff of North Spring tries hard to provide a positive, therapeutic environment. We recognize that all residents have the right to considerate, respectful care in the least restrictive treatment environment possible. It is our philosophy that the resident's behavior must be managed in such a way as to prevent situations that might require interventions such as restraint. Physical holds are utilized only when there is an imminent risk of harm to yourself or someone else. We continually educate our staff about the risks of restraint; the manner in which restraint is experienced by our residents; ways to avoid a situation getting out of control; and the proper, safe use of a physical hold.

## *School Program*

School is held for five 1/2 hours a day year round. A school staff person will help you develop a personal educational plan based upon interviews, testing, and/or contact with your school. Depending upon your situation, this personal plan may involve regular homework, make-up assignments, tutoring, and/or pursuing a certificate/degree (such as a high school equivalency diploma). Our school is probably very like the school you were attending before coming to North Spring - you have a variety of teachers who specialize in a particular area (like English, Math, and Music), rotate between classes throughout the day, and have the opportunity to participate in clubs. Students with Individualized Education Plans will continue to work under the plan developed by the home school. North Spring will coordinate with each student's home school to help assure that individualized educational needs are met. Daily school attendance is mandatory.



## *Family Involvement and Support*

Your parent or guardian will be expected to be actively involved in your treatment including assessment, treatment planning, family therapy, discharge planning, and other activities. Family Therapy is an important part of our work together. Family Therapy helps you and your parent/guardian listen, talk to, and get along better with each other. Your Therapist and other members of the treatment team will be available to discuss your treatment, progress, and other issues as needed.

## *Medications*

You may receive medications during your stay. Only medications ordered by your doctor can be taken. Before medications are given, the benefits and side effects will be reviewed with you and consent obtained from your legal guardian to give the medication. This consent can be withdrawn. Medications will be dispensed by a nurse at regular times.

## *Discharge Planning*

From the moment you come to North Spring, your discharge plan is being developed. We do not want you to be here a moment longer than necessary, and recognize that you don't want to either! Your treatment team will meet to form the Discharge Plan. You need to be actively involved in discharge planning so that goals and plans are established for when you leave the program. The Discharge Plan describes any needs you may have, goals for several months, any recommended professional assistance, and suggestions about return to school or other activities, and an explanation of any prescribed medication. Your discharge plan will be shared with other professionals (i.e., Doctors, Therapists, Family Therapists, Teachers, etc.) involved in your care.

## *Visiting*

Visiting hours are on Wednesday evenings from 5:45pm - 7:15pm, and Saturday and Sunday from 1:30pm - 3:00pm for Alpha, Bravo and Charlie units, 3:30pm -5:00pm for Delta, Echo and Fox units. Please check with your Case Manager, Therapist, or other member of your treatment team about visitation. Any belongings brought to you must be checked in by the Shift Supervisor. Please check the list of disallowed items before leaving items with the shift Supervisor (Please see visitation policy Addendum A). Such items will be stored, reviewed and given back to the resident by the Unit Coordinator as soon as they are properly inventoried by the parent the day the items are brought followed by the Shift Supervisor, usually within 1 business day. Common items not allowed include: electronic devices such as computers and cameras, food and anything made of metal, hard plastic or glass (again, please see visitation policy Addendum A). Please also refer to your unit/program specific handbook for further guidance.

Human Rights regulations do not allow for restrictions of on-site visitation without a physician order or a court order. North Spring encourages consistent visits.

## ***Confidentiality***

North Spring Behavioral Healthcare, Inc. follows all appropriate laws and regulations about confidentiality. You are asked to never talk about other residents outside of treatment (i.e., who they are, what their problems are, etc.). Similarly, your parent/guardian is asked to never talk about other residents. The only exception to talking about other residents is in case of an emergency (i.e., you are asked to tell a staff member if another resident says they are planning to hurt themselves or someone else, for example). You are also asked to respect other residents' privacy by not going into their rooms. We do not allow cameras to be brought into the facility for confidentiality purposes.

## ***Telephones***

There are phones available for your use during a designated phone time. We ask that phone calls are made and accepted only during phone times and not during treatment activities or school time. There is a schedule posted on your unit that includes phone call time. As a courtesy to other residents, you are to limit calls to 10 minutes. Human Rights regulations do not allow for restriction of resident phone calls without a court order or physician order. North Spring encourages consistent phone contact with family. Our toll free number is: 1-800-777-8855.

## ***Mail***

Incoming mail is distributed daily after school. You may receive a letter addressed to the following address: 42009 Victory Lane. Leesburg, VA

20176. Outgoing mail is picked up daily also. Human rights regulations do not allow for restrictions in mail without a physician's approval from the local Human Rights committee and/or a court order. Case managers collect and distribute mail daily.

## ***E Mail***

Email will not be sent to patients and family members due to confidentiality safeguards. We rely on face to face and telephone communications between parents, patients and the staff of North Spring.

## ***Safety***

For your safety and the safety of others, certain actions and items are not allowed. Please see visitor expectations Addendum A for allowable items and belongings. The following behaviors are considered unsafe and therefore not allowed:

- Inappropriate touching of others or sexual acts are not permitted.
- Violence of any sort is not tolerated. This includes threatening others, rough horseplay, physical aggression, destruction of property, threatening or hurting yourself (including body piercing).
- Drinking alcohol, tobacco, or using unprescribed drugs or possession of alcohol, tobacco, or unprescribed drugs is not permitted.

Unsafe behavior results in a review of the treatment plan and further recommendations (such as a change in level, further professional assistance, etc.).

Also, we have to restrict any items that could be a danger to you or others. All items are checked for safety by staff. The following is a list of items that are not allowed on the unit:

- knives, razors, scissors, nail files, cans, wire coat hangers, guns, weapons, or other things that could cut or hurt

- perfume or cologne bottles, glass picture frames, glass vases, mirrors, or other things that could break
- lighters, matches, aerosol cans, cigarettes, or other things that could burn or explode
- anything containing alcohol, illegal drugs, prescription drugs, over the counter drugs, aerosol cans, finger nail polish, or anything else you could use to get "high"
- cameras, video recorders, tape recorders, or anything else that could violate someone's confidentiality
- money, jewelry (jewelry Under \$20 value is allowed on some units, see the unit specific handbook for details), credit cards, checks, or anything else valuable

## ***Items That Do Not Belong in the Room***

- Personal care items such as: cologne, hairspray, shampoo, hygiene products, etc.
- Any electrical appliances (hairdryer, curling iron)
- Porcelain figurines
- Glass items
- Metal objects
- Pens and pencils (Gray, Blue, White)
- Food items
- Colored markers (permanent)
- Money
- Cameras, phones, computers or other electronic devices
- Handheld game players *MAY* be allowed based on a residents unit and therapeutic level. We are not responsible for the safekeeping of these items.
- CD's
- Shoes with heels that can be used as a weapon
- Notebooks or journals with a spiral ring
- Any other items considered contraband that could be used as a weapon

## ***The Canteen***

Each unit visits the Canteen weekly for such items as special personal care products, snacks, etc. The store is open on Monday, Tuesday, Friday and Saturday. Kids using PMT can spend their points at the Canteen. Others are able to visit the Canteen if they have been safe, and non-aggressive.

## ***Clothing***

You should wear appropriate clothing to activities. Nice casual clothes, socks, and shoes are usually appropriate for most activities. Athletic clothes and shoes may be worn for exercise, sports, and some activities. Hats and sunglasses may be worn outdoors only. Pajamas or nightclothes should be worn to bed. Generally, you should bring jeans, tee shirts, tennis shoes, socks, nightclothes, and seasonal wear [i.e., sweatshirts, jackets, a swimsuit (one piece suits for girls)]. Clothing that is not allowed includes: 1) clothing with drug, alcohol, sexual, or gang related messages; and 2) clothing that is revealing such as tube tops, halter tops, fishnet shirts, short shorts, or clothing which is extremely tight. Jewelry and headgear are not to be worn. North Spring maintains a clothes closet should additional clothing be needed while you are at our facility.

## ***Food***

North Spring Behavioral Healthcare, Inc. provides well-balanced meals. You are asked to come to meals on time, eat the food provided, and return trays and utensils to their proper location. Snacks are also provided twice daily. Food may not be kept in your room. You will also meet with a Dietician, who can help you plan the best way to meet your health goals.

## ***Housekeeping***

You and other residents are asked to help clean up after yourselves. You are asked to make up your bed, throw away trash, and put away clothing, toys, and other items in your room. You are asked to do your own laundry and to change your sheets on a regular basis with the help of staff members.

## ***Grievances***

North Spring Behavioral Healthcare, Inc. has a procedure for allowing residents and others to register complaints. Residents with complaints can notify a mental health specialist or a nurse. Staff will encourage the resident to complete a grievance form, and help you do so if needed. If complaints are not resolved, the Resident Advocate at the facility may be contacted for further assistance. Please make sure you talk to your Unit Coordinator or Therapist if you have a concern that you want to get addressed.

## ***Virginia Office for Protection and Advocacy***

VOPA may help with disability-related problems like abuse, neglect, and discrimination. VOPA can provide disability information and resources; explain rights and responsibilities; and give guidance on solving disability-related problems. VOPA does not address issues related to criminal charges, immigration, family law, or issues for which you already have an attorney. You can contact VOPA at 800-552-3962; write to VOPA at: 1910 Byrd Avenue, Suite 5, Richmond, Virginia 23230; or email at: [generalvopa@vopa.state.va.us](mailto:generalvopa@vopa.state.va.us)

## ***Summary***

Now that you have read through the handbook, you know a bit about the program and guidelines. We will work hard every day to help you reach your treatment goals. We truly hope that you work with us; so that we can help you feel better and move on quickly. We wish you the best, both here in the treatment program at North Spring Behavioral Healthcare, and afterwards.

## North Spring Behavioral Healthcare Inc.

### Resident Handbook policy: Addendum A – Visitor Expectations

#### 1. Security: Visitor Approval

- Due to supervision needs, the recommended number of visitors allowed for each patient's visit should not exceed 4 at a time.
- Children under 12 must have prior approval from the Treatment Team and contact must be clinically indicated.
- Due to safety, all visitors must be pre-approved by the resident's treatment team.
- A government issued photo identification must be presented for all adult visitors (i.e. drivers license, state issued identification card, military ID, passport etc.). All minor age visitors must accompany an adult with such an ID and must be on the approval list.
- All visitors are asked to sign in and out.

#### 2. Visitation Hours

- Standard visitation should occur during posted times. See below. If an exception is needed it should be granted at least 24 hours prior to visit and should be for therapeutic reasons. Please contact your case manager during normal business hours Monday through Friday with any exception requests or visitation list updates.
- Wednesdays: All Units, 5:45 P.M. to 7:15 P.M.
- Saturdays: Alpha, Bravo and Charlie units, 1:30 P.M. to 3:00 P.M.
- Sundays: Delta, Echo and Fox units, 3:30 P.M. to 5:00 P.M.

#### 3. Safety: Personal Items and Belongings not allowed in the facility

- Electronic devices of any kind are not allowed in the facility (this includes game players, MP3's, IPODS, cameras, computers). Visitors who have these devices must secure them in personal vehicles or in lockers located in the front lobby.
- Purses or backpacks also need to be secured in personal vehicles or the lockers noted above.
- Burned or recordable CD's.
- Eating utensils
- Glass or ceramic bottles or containers of any kind.
- Aerosols, chemicals or paints of any kind.
- Markers, pencils, pens or other office or classroom supplies
- String, rope and possibly certain belts as determined by the Shift Supervisor.
- Sports equipment
- Alcohol or tobacco, lighters or matches
- knives, razors, scissors, nail files, cans, wire coat hangers, guns, weapons, or other things that could cut or hurt
- Perfume or cologne bottles, glass picture frames, glass vases, mirrors, or other things that could break

- Lighters, matches, aerosol cans, cigarettes, or other things that could burn or explode
- Anything containing alcohol, illegal drugs, prescription drugs, over the counter drugs, aerosol cans, finger nail polish, or anything else you could use to get "high"
- Money, most jewelry (see below), credit cards, checks, or anything else considered to have monetary or sentimental value.
- Any other items that are thought to be problematic for our therapeutic milieu as determined by the Shift Supervisor.

**4. Safety: Personal Items and Belongings allowed into the facility**

- In order to prevent any outside contaminants to our facility, all clothing, shoes or stuffed animals must be immediately placed into plastic bags and then laundered and dried on hot for at least 30 minutes. If such an item cannot be dried on a hot setting, it cannot be brought into the facility.
- All belongings left for residents will be bagged, labeled and inventoried by the parent. Blank inventory sheets are available at the front desk of the lobby. The Shift Supervisor will review all such inventory sheets and authorize whether or not the belongings may be brought into the facility.
- No more than 10 changes of clothes and 3 pair of shoes.
- Only approved hygiene items.
- Some jewelry may be allowed on certain units with approval by the Unit Coordinator, but not with a value exceeding \$20.
- Radios/CD players are allowed in general but must be approved.
- CD's must be approved by North Spring and must be "Edited". No burned or recordable CD's.
- Food may be brought in only for the specific resident you are authorized to visit and must be eaten in designated areas. Service plates and cups must be paper. Plastic utensils will be provided by North Spring.
- Caffeinated beverages are allowed only during visitation as long as there are no medical concerns.
- Residents are responsible for all of their personal belongings and North Spring will not reimburse or replace lost or stolen items.