



REACH Child Crisis Therapeutic Home Program Guidelines

Introduction

Welcome! This handbook will provide you with an overview of the REACH Child Crisis Therapeutic Home (CTH). It includes important information about what you can expect during your child's stay at the CTH, as well as some of the expectations of you and your child during your child's stay with us.

The Child CTH is a community-based alternative to psychiatric hospitalization for children and youth who are experiencing a crisis. It also provides community-based residential supports for children and youth following a hospitalization, or functions as a step-down to return to the larger community.

The Child CTH is a short-term, intensive program, designed to help your child to return to baseline and successfully transition back to the community. We aim to create an environment that is founded upon the belief that all individuals possess character strengths that allow them to grow, change, and recover from challenges that they face. The Child CTH is staffed 24 hours a day with counselors who are trained in providing positive supports and services that promote wellness.

Throughout your child's admission to the Child CTH, it is important that you as the parent/guardian agree to follow the program guidelines, house rules, the family/parent contract and most importantly, to be a partner in your child's treatment to the best of your ability. The program guidelines and house rules herein are designed to ensure the safest and most supportive environment in a community-based setting. Your child's treatment will be focused on helping deal with the crisis, aiding in stabilization and recovery, and assisting in returning quickly to the community.

A copy of this document will be provided for you to keep. If you have questions or would like information explained to you, please be sure to ask.

What are the Activities and Treatment?

Services and treatment at the CTH are centered on providing a safe and supportive environment. Daily structured programming includes individual and group activities with a focus on identifying character strengths and building new skills and strategies. There is an emphasis on the coordination of services and sharing information with those persons and organizations identified to be your child's supports in the community. During your child's stay at the CTH, there will be ongoing opportunities for leisure, daily living skill building, and community based activities built into the schedule. Though the Child CTH is not a school setting and is not an educational placement, if your child's home school district provides educational material there will be opportunities provided to complete schoolwork to the best extent possible given your child's treatment progress and level of stability.

What can I expect when my child arrives?

Initial Adjustment Period While At REACH

When a child and family have experienced a crisis, change and adjustment can be difficult. It is recognized that adjustment to a new setting is difficult for anyone, in particular for a child who has experienced a crisis event. During your child's stay at the child CTH, we ask that you work in concert with the REACH program such that your child and the program can be supported during your child's stay. Ongoing collaboration with REACH during your child's stay will help you and your child in becoming acclimated to and being successful in the program, and will give REACH staff an opportunity to quickly learn about you and your child. The family/parent contract, provided to you during the admission process, outlines in further detail parent/guardian and REACH roles and responsibilities.

Admission and Your Belongings

When you and your child arrive at the CTH, a staff member will help you and your child with admission to the program, orientation to the program, and will provide your child with a room. Also during the admission process, staff will review the supports available and describe how we can help you to make the best use of your child's time with us.

Included in the admission process is a review of all of your child's personal belongings, which will be completed with you. In addition, all guests are provided a change of clothes, if needed, while items brought into the CTH are being laundered or are placed in the *Bed Bug Zapper*. We ask that you refrain from bringing items of value to the program, since they are best kept at home or with someone you trust to take care of them. Electronics that are not related to communication needs are not permitted at the home as they can serve as a distraction from working on goals. The Child CTH has a wide array of leisure activities available geared towards different age and developmental levels. If there are particular non-electronic items that you think would be helpful for your child to have during their stay (e.g. family pictures, preferred books, etc.) please bring them with your child upon admission. If your child has particular comfort items that you would like him/her to have access to during their stay, please communicate this request to the program for consideration during admission. The program is not responsible for items which are brought into the CTH that are broken or lost during your child's stay.

Any drugs for which there is not a corresponding physician's authorization are not permitted in the program at any time. Any items that are brought into the home by a child or family member that are deemed to be unsafe will be stored in a safe location until your child's discharge from the program. If at any time there is concern regarding the protection of your child and others in the program, staff may re-inspect your child's belongings. Additionally, anytime that you pick your child up and are away from the home without REACH staff support, your child's items may be inspected upon returning to the home.

Medications

Upon admission, all medications, including your child's prescription and non-prescription medications, will be given to staff and stored in locked cabinets during your child's stay. Doctor's written orders indicate when your child's prescribed medications will be provided. Staff will review with parents/guardians the times that your doctor has prescribed that your child takes them. To the degree it is appropriate based on your child's age and developmental level, staff may encourage your child's involvement with medications being delivered at the scheduled times.

Please be aware that the medications that are brought to the CTH must perfectly match the Doctor's orders. We cannot accept medications without orders and orders without medications. In addition, the medications should be in prescription bottles or blister packs. We cannot accept medications in

pill planners, Ziploc bags, or any other containers. This includes over the counter medications. Any discrepancies or issues with medications could impede the admission process.

What about my child's privacy?

Ensuring Confidentiality

Respecting confidentiality of your child and others is essential at the CTH. We ask that you respect the confidentiality of other children and their family members, just as you would likely hope that they would respect yours. This involves not sharing the identity of others who are also in the program, as well as keeping information that is shared in the program within the program. Your confidentiality will also be respected by the staff that work with you and your child at the CTH; the only exceptions are situations in which there is a consent to release information, or a legal responsibility for staff to release information to prevent direct harm to any individual, including your child.

Program Participation

Your child's experience while at the CTH is very important for recovery and successful return to your home and the community. While at the CTH, you and your child will be empowered to be the leader of your treatment team, and work with staff and your REACH Coordinator to resolve the crisis for the best possible outcome. A major component of success is participation in activities designed for stabilization, and increase confidence in your and your child's ability to manage future situations when your child leaves the CTH. Collaboration with your team, your child's voluntary participation in individual sessions and group sessions led by staff, and your family's active participation can make the difference in success.

Visitors

Connections to family and friends are an important aspect of strengthening supports to ensure ongoing stability in the community. At the CTH, your child may have visitors to the program in the common areas between the hours of 2PM and 8PM. Visits should be kept to two hours or less to minimize disruption of the therapeutic programming. We ask that you inform staff in advance when you plan to visit your child. Upon arrival, you and any other friends/family members will be required to sign a guest log when they arrive. During your visit, you and any other visitors you bring will be expected to observe program rules and to respect the privacy of other children in the program. Visitors will be required to also check in any items that are brought into the CTH for the guests. Should you bring other children with you during your visit, it will be your responsibility to supervise them during your visit. Please do not bring food or drink items to the child CTH during your visit.

Cameras, Surveillance, and Door/Gate Locks

Ensuring your child's safety and stability is our utmost goal during your child's stay at the CTH. To help ensure the safest environment, the home is equipped with closed circuit television cameras in common areas. In addition to safety monitoring, closed circuit television cameras are utilized as a means to review significant incidents and for ongoing staff training and quality improvement. This network of surveillance also allows staff to safely monitor who is entering and leaving the building. CTH staff members are required to complete routine safety checks and monitoring throughout each shift, including in bedrooms, bathrooms, and common areas, and will do so at regular intervals to ensure everyone is safe.

To ensure safety of guests and staff, exterior doors to the Crisis Therapeutic Homes may be locked. In some homes, there are also gates surrounding the property which may be locked.

Personal and Sleep Hygiene, and Chores

Taking care of oneself and developing routines are important aspects of stabilizing and feeling better. A key part of your child's self-care is attending to personal hygiene. This includes showering or taking a bath each day, changing into clean clothing each day, completing laundry (if age appropriate) to ensure that fresh clothing is available when needed, and picking up after oneself. To help your child in these areas, REACH will provide basic personal hygiene items (e.g. toothpaste, shampoo, soap) though you may bring your own items for your child to use should you prefer. As it relates to assistance with daily living skills and hygiene routines, REACH staff will follow DBHDS guidelines when situations arise in which extra assistance may be needed with personal care.

Sleep is a very important part of wellness and recovery, and when we are well rested, we feel better. We ask that all guests work on a daily routine that involves being in their bedroom by 9:00 PM, and up ready for the day between 7:00 and 8:00 AM. Program participation is an important part of your child's recovery, so unless a nap is age appropriate, we ask that your child remains out of bed during the day and participates in the activities of the program.

In addition to taking care of personal hygiene, developing routines throughout the day can be very valuable to feeling better. While at the Child CTH, your child will be encouraged to participate in the routine chores of the program including assisting with meal preparation and clean-up, making your bed each day, and cleaning and organizing their personal space.

We ask that your child also respect personal privacy boundaries with other guests during their stay at the CTH.

Telephone/Television

There is a program phone that can be used to make and receive phone calls and the schedule of phone usage will be provided to you. To allow use by other children, we ask that each call is limited to approximately 10 minutes. In addition, we ask that you and your child refrain from making calls during scheduled groups and activities and to use the phone during designated phone use times. A TTY device is available for individuals who are hearing impaired. If there is a situation which arises that your child feels necessitates use of the phone outside of scheduled times, your child is encouraged to discuss this with program staff; if there is information that you as the parent need to pass along directly to REACH program staff, please call the main phone line for the home. If private phone calls are contraindicated as a part of the child's treatment plan/goals, the procedure for how calls will be monitored (e.g. all calls on speaker phone) must be clearly spelled out and approved by appropriate parties in the child's treatment plan.

Television use is not a part of daily programming at the Child CTH. At times, CTH activities may incorporate television and/or other video streaming devices when the use of such electronics are related to the global therapeutic goals of the overarching curriculum, or when such use is related to fostering individualized learning opportunities for specific guests (e.g. individualized video modeling for social skills).

Safety, Fire and Medical Emergencies

Your child's safety is our priority, and staff is always available to help your child when they feel in crisis. Guests are encouraged to use staff as a resource to discuss feelings prior to engaging in destructive behaviors or making threats that could result in harm to self or others.

To prepare for emergencies, fire drills are routinely held at the CTH. In the event of a fire drill, guests are to leave the building using the instructions posted in their room as well as follow any guidance provided by the staff. Guests and staff will meet at the designated location which will be described upon admission to the CTH. Guests that do not have the prerequisite skills to follow written or verbal instructions will be provided with support at the level appropriate to them in such drills.

In the event of a medical emergency, on site staff will provide appropriate assessment and care and will call 911 if it is determined assessment by paramedics is warranted. If paramedics determine that further medical care is needed, they will transport your child to the nearest hospital where medical clearance will need to be obtained before returning to the CTH. If you refuse recommended medical care for your child during their stay, your child may be discharged from the program.

Meals and Nutrition

Eating healthy and balanced meals is basic to good self-care, and during your child's stay at the CTH, we encourage eating a healthy assortment of foods. It is encouraged for your child to participate in meals that are shared with everyone, and meals take place in the designated dining areas only.

There are two refrigerators in the home; one refrigerator is stocked with snacks and drinks and is available to guests at all times, while the main refrigerator is designated for storage of food for meals that are to be shared by everyone and may be locked.

Physical Contact

The CTH has specific guidelines regarding physical contact. To maintain good boundaries with other residents and staff, any physical contact shall only be at the approval of both parties (handshakes, hand on arm, etc.) and sexual relationships are not permitted on the premises of the CTH.

Crisis Management

The team at the CTH has received training in a crisis management program that emphasizes the least restrictive treatment model approach, with a focus on preventing crisis level behavior and quickly deescalating crisis behaviors when it occurs. In instances of crisis behavior which present as an immediate danger to the safety of your child or others in the environment, staff members are trained to implement approved physical restraint techniques as a means to ensure the safety of everyone in the CTH. Staff will only employ physical restraint as a last resort to maintain the safety of the individual and others in the environment.

Discharge Planning

Planning for discharge and successful placement in the community begins upon admission into the CTH. As a component of the admission process, a letter will be provided to the parent/legal guardian and the CSB support coordination team (if applicable) outlining an anticipated discharge date based upon the admission status to the CTH and the unique presenting circumstances to each individual. Guests at the CTH are admitted with the understanding that their stay is short-term, as the CTH is not licensed as a long-term residence. Stays beyond 14 days are contraindicated and may violate the person's right to receive services in the least restrictive setting. REACH will be an integral part of your discharge planning team throughout your child's stay and will collaborate to achieve long-term community placement by the date that is outlined in the admission letter(s). When a viable option(s) for community placement is determined through the discharge planning process, parents/legal guardians are expected to move forward discharge back into the community. Guests that are determined to be clinically stable by the REACH team do not have a right to remain at the CTH when viable option(s) for community placement

