



STRATEGIC
BEHAVIORAL CENTER

STRATEGIC BEHAVIORAL CENTER

RESIDENT AND PARENT HANDBOOK

PRIMARY THERAPIST: _____ PHONE: _____

RESIDENT ID CODE: _____ DOCTOR: _____

Visitation Times

BOYS

6:30 pm - 8:30 pm Monday and Wednesday
12:30 pm - 3:30 pm Saturday

GIRLS

6:30 pm - 8:30 pm Tuesday and Thursday
12:30 pm - 3:30 pm Sunday

Phone Calls

BOYS

Sunday, Tuesday, and Thursday between 5:00 pm and 8:30 pm

GIRLS

Monday, Wednesday, and Saturday between 5:00 pm and 8:30 pm

WILMINGTON FACILITY

2050 Mercantile Drive, Leland, NC 28451 • Phone: 910-371-2500 • Fax: 910-371-2508
www.strategicbh.com/sbc_facility.html

TABLE OF CONTENTS

Who We Are	4
Our Team.....	4
Our Program	4
Academic Program	4
Family Programming	5
Guidelines for Mail.....	6
Guidelines for Passes	6
Phone Calls	6
Personal Belongings.....	7
Prohibited/Contraband Items	8
Movies.....	9
Resident Chores.....	9
Mixing of Residents.....	9
Seven Challenges	9
Routines and Rituals	10
Court Procedures	10
How We Encourage Successful Decisions	10
Values.....	11
Point System.....	11
SBC Level System	12
Program Terms	16
Resident Concern Response System	16
Resident’s Rights.....	17
Expectations	20
Handbook Quiz	22

WHO WE ARE

Welcome to Strategic Behavioral Center. We look forward to working with you and want to make every effort to ensure that you have a positive experience at SBC. Please take some time to read this Handbook; it will assist you in becoming familiar with our program.

At Strategic Behavioral Center our goal is to improve the lives of struggling adolescents and their families. Our program addresses the emotional, physical, academic and social needs of our residents.

Our goal is to provide opportunities that will allow residents to reach his or her true potential. We provide them with the skills needed to allow them to succeed in ways never imagined possible. We believe that every resident is full of potential and promise.

OUR TEAM

Throughout your stay as a resident, you and your caregiver/family will be working with the following team members:

Psychiatrists

Therapists

Nurses

Program Coordinator

Recreational Therapists

Licensed teachers and teacher assistants

Residential Advisors

Administrative support staff

OUR PROGRAM

When you are admitted to our program, we will use a variety of tools to better understand your needs. This will help us develop your treatment plan. You will be assigned a therapist and will participate in individual, family and group therapy. Your family or caregiver is also expected to participate in treatment which will include family therapy, visitation, and special program functions.

ACADEMIC PROGRAM

You will attend school on site. We offer classes in math, language arts, social studies, science, and health. Your classroom activities will be similar to what you have done in your previous school. We will work to meet your specific academic needs. You will be in school 4.75 hours per day, five days per week. Educational instruction will be provided by licensed/certified teachers and teacher assistants.

FAMILY PROGRAMMING

Family involvement is important to the success of each resident. SBC has some guidelines in place to help ensure the safety of all residents. We ask that you keep ALL purses, cell phones and other personal items locked in your vehicle. Any alcohol, tobacco products, illegal drugs, weapons, or sharps are not permitted on the premises. There are recreational items that SBC will provide which may be utilized during visitation.

- ❖ Initial visits and phone calls will begin after the family has met face to face with the therapist. Further phone calls and visits will be arranged pending the outcome of those initial visits.
- ❖ Visitation is limited to parents/guardians/primary caregivers (such as grandparents or foster parents) – only (2) visitors allowed at a time.
- ❖ **Siblings may visit if accompanied by a parent or caregiver. THEY HAVE TO BE ON LIST**
- ❖ Any additional visitors must be set up and approved through your therapist.
- ❖ Visitors will need to present the resident's identification number before being allowed to visit.
- ❖ All visitors **eighteen (18) years of age or older** must present a picture ID.
- ❖ Visits here are supervised, unless otherwise indicated by the treatment team. Please call ahead to let us know when you will be visiting so we can staff appropriately.

To better accommodate visitors, we have scheduled our **visitation times** as follows:

BOYS

6:30 pm - 8:30 pm Monday and Wednesday

12:30 pm - 3:30 pm Saturday

GIRLS

6:30 pm - 8:30 pm Tuesday and Thursday

12:30 pm - 3:30 pm Sunday

*** Additional times are available at your request by scheduling through the therapist.**

- ❖ Please be sure to sign in at the receptionist desk. You will be asked to read the guidelines and sign at the bottom during your first visitation.
- ❖ Visits shall be limited to two hours for a resident and is not for the entire time frame outlined above.
- ❖ An announcement prompting visitors that visitation is coming to an end will be made. You will have approximately ten **(10)** minutes to say your good-byes. After saying your good-byes, Residents will return to the residential living area prior to visitors exiting the area. Visitors will be escorted to the lobby for check out.
- ❖ **Family involvement is a requirement at Strategic Behavioral Center. Families will be expected to attend family sessions and any scheduled meetings regarding treatment planning.**

GUIDELINES FOR MAIL

- ❖ Residents may write letters and receive mail only from parents/legal guardians and others listed on their mailing list. Therapists will ensure that incoming and outgoing mail is addressed to or from an approved person.

GUIDELINES FOR PASSES

Residents may leave the facility for short periods of time during his or her stay at SBC. The following are pass guidelines:

- ❖ Residents are eligible for day passes on levels A, W or S.
- ❖ Residents are eligible to leave the facility after 30 days from admission.
- ❖ Residents on levels W or S are eligible for overnight passes.
- ❖ Length of time will vary from a couple hours to up to four nights.
- ❖ Passes are submitted one week in advance for treatment team review. Final determination will be made by the resident's attending physician and may be revoked at any time at the discretion of the treatment team.
- ❖ Passes should be therapeutic in nature and contribute to the treatment of the resident.
- ❖ Feedback sheets for the resident to be completed by accompanying adult will be available while on pass.

PHONE CALLS

- ❖ Initial visits and phone calls will be done after the family has met face to face with the therapist. Further phone calls and visits will be arranged pending the outcome of those initial visits.
- ❖ Resident phone calls are restricted to parent/legal guardian/primary care givers (grandparents or foster parents) and others on the approved call list. Telephone privileges may be restricted if the treatment team (ordered by the MD) determines this to be in the resident's best interest
- ❖ Only parents/legal guardians will be allowed to call for updates. Please contact the nurse or therapist for information regarding your child.
- ❖ Residents are allowed to make up to three 10-minute calls per week. Additional phone time may be made at the discretion of the therapist.

Resident's phone schedule is as follows:

BOYS

Sunday, Tuesday, and Thursday between 5:00 pm and 8:30 pm

GIRLS

Monday, Wednesday, and Saturday between 5:00 pm and 8:30 pm

PERSONAL BELONGINGS

All of your belongings will be searched and screened for appropriateness and clothing will be laundered. All items will be inventoried on a form which you sign upon admission. Your belongings will be marked with your initials in permanent marker for identification. If you have belongings that are not appropriate, they will be sent home with your parents/guardians. If these items are unable to be sent with the parent/guardian, they will be placed in a bin labeled with your name in a storage room. These items will be given back to the parent/guardian at the next visit or treatment team meeting. All luggage must be taken home at the time of admission.

You are responsible for keeping your clothing clean and neatly stored in their bedrooms. You are encouraged to report missing clothing to staff immediately. You are **strongly discouraged** from bringing expensive clothing or expensive/valuable personal items that could be lost or stolen.

SBC IS NOT RESPONSIBLE FOR DAMAGED, LOST OR STOLEN ITEMS.

Residents are not permitted to sell, buy, give away, borrow, lend, trade or exchange clothing or personal items.

ITEMS YOU WILL NEED TO BRING:

- ❖ One pair of Tennis shoes (Velcro type preferred – laces are not permitted)
- ❖ One pair of flip flops/shower shoes
- ❖ One pair of house shoes/slippers
- ❖ One additional pair of shoes, if desired
- ❖ Seven of each of the following:
 - shirts
 - pants
 - shorts
 - underwear/bras (no underwires)
- ❖ Two sets of pajamas
- ❖ One jacket (no hood)

All hygiene items and toiletries will be provided by the facility. Females may bring hair bands that are cloth covered and have no metal. Plastic barrettes and headbands are also permitted.

STAFF RESERVES THE RIGHT TO PROHIBIT WEARING OF ANY ITEM THAT IS NOT ON THIS LIST. STAFF WILL ALSO DETERMINE BASED UPON WEATHER CONDITIONS THE APPROPRIATENESS OF ATTIRE.

*Personal items are encouraged, but please keep them to a reasonable minimum. You are encouraged to bring the following:

- ❖ Personal photos (no frames)
- ❖ One **(1)** small blanket (no bigger than a 5ft x5ft)
- ❖ Personal books/magazines for reading – four **(4)**
 - Therapist approval will need to be obtained before you will be allowed access
 - No hardcovered books – all books subject to Safety Committee Review for approval
- ❖ One **(1)** Journal (no metal)
- ❖ One **(1)** Sketch Pad (no metal)
- ❖ Up to Two **(2)** posters
- ❖ Religious/spiritual materials

*All personal items are subject to approval by the Safety Committee and may or may not be permitted in the facility.

Clothing and dress standards are as follows:

No article of clothing may be worn if it shows or suggests:

- Sexual inappropriateness
- Alcohol or Drug use
- Gang signs/affiliation
- Inappropriate language/pictures (derogatory, negative, curse words)
- Racial slurs
- Discrimination in any fashion (age, gender, sexual orientation, religion, race, disabilities etc.)
- Vulgarly
- Violence
- No bandanas, hats, scarves or belts
- Spandex and other tight-fitting clothing is not permitted
- Shorts must be appropriate in length (no more than 2-3 inches above the knee)
- All clothing must be in good condition (no rips, holes, frayed edges, etc.)
- Clothing may not have hoods and no hats or headwear of any kind may be worn

Clothing must fit appropriately

- No sagging pants
- No low cut shirts/blouses
- No wearing of see through/thin apparel

Appropriate pajamas/night clothes must be worn

- Comfortable
- No nightgowns
- Appropriately covers body -no revealing clothing

Button down and zipped shirts

- The collar button maybe undone but all other buttons shall remain buttoned
- Zipped shirts shall be unzipped no lower than the opening of a buttoned shirt (as described above)

Underwear/Undergarments

- Males must wear a shirt at all times
- Males must wear underwear at all times (boxers, briefs etc.)
- Females must wear a bra under all shirts (the only exception is at bedtime)
- Females must wear underwear at all times (panties, etc.)

Appropriate footwear must be worn at all times

- Shoes
- Slippers
- Socks are to be worn with shoes

PROHIBITED ITEMS

Below is a list of some of the items you should leave at home. ***This is NOT a complete list of prohibited items.***

- ❖ Electronic or battery operated items
- ❖ Alarm Clocks
- ❖ Lamps

- ❖ Mirrors
- ❖ Fans
- ❖ Perfume / Cologne
- ❖ Cell Phones
- ❖ Glass/metal/ceramic items
- ❖ Food/snacks/gum/candy
- ❖ Non-prescription medications
- ❖ Jewelry
- ❖ Bandanas
- ❖ Hats
- ❖ Alcohol / Drugs and/or paraphernalia
- ❖ Explosives (e.g. firecrackers)
- ❖ Flammable liquids
- ❖ Weapons
- ❖ Laser pointer
- ❖ Tobacco products/ lighters/matches
- ❖ Syringes
- ❖ Razors - Sharp or unsafe items
- ❖ Wallet chains
- ❖ Toxic markers

MOVIES

You are able to watch select movies which are rated **G – PG** unless parent/ guardian has placed restrictions on viewing.

RESIDENT CHORES

Everyone is expected to share in keeping the facility clean. For example, after meal time, wiping off the tables, sweeping the floor and disposing of trash are possible assigned tasks. Additional chores will be assigned on deep cleaning day.

Deep cleaning day will occur one time per week. On this day your bedding will be changed and clean linen put on the bed. On deep cleaning day you will be expected to dust rooms, vacuum carpets and clean bathrooms. Staff will provide guidance and oversight. Residents will also be given additional chores specific to their hall.

MIXING OF RESIDENTS

- ❖ Residents cannot to gather together (one on one) at any time.
- ❖ Residents cannot engage in “boyfriend” or “girlfriend” relationships while in the program.
- ❖ Residents cannot send notes/messages to each other regardless of gender.
- ❖ Males and females may interact with one another during select activities.

SEVEN CHALLENGES

Strategic Behavioral Center offers specific programming for those residents who have issues with substance use. This program is designed specifically for adolescents due to their unique circumstances and issues. The program encourages thoughtful decision making and open discussion about life skills, situational problems and mental health issues. Residents are assessed upon admission for appropriateness for this program.

ROUTINES AND RITUALS

“TOWN HALL” MEETING:

- ❖ Occurs three (**3**) times during the day – morning, afternoon, evening. Residents provide each other with feedback on how they are doing for that day and hold each other accountable for behaviors and choices
- ❖ Residents and staff evaluate goals and discuss in each meeting if residents are achieving their goals.
- ❖ Residents will have an opportunity to gain feedback and guidance from the group.

FOCUS AND TRANSITION:

At the end of every event on the schedule, staff will explain to you what the next activity on the schedule is, the expectations of the transition, and the instructions for when they arrive at the next activity. You will transition to different locations quietly and in a line.

COMMUNITY GROUP:

Community Group is held one time per week. This meeting is an opportunity for the hall to come together to discuss each resident’s progress. It is at this group that you may apply for a level promotion. You will be able to give and receive feedback. You will only be able to receive a level request form at these meetings.

ASSEMBLY:

Each week, residents on levels A, W, and S gather for a brief motivational lesson and awards. You may be rewarded by staff in categories including most improved, cleanest room, and peer leadership. Teachers also award residents for attendance, achievement and positive behavior.

COURT PROCEDURES

In accordance with NC General Statute 122C-224 – Judicial review of voluntary admissions, each resident’s admission will be reviewed by the appropriate county court system. The resident is represented by a court appointed lawyer who meets with the resident prior to the hearing. Residents may waive their right to testify, appear, or both. Residents may also choose to address the court in person. Patients will attend court at this facility so no transport is needed. The Judicial Staff hold court sessions here on a regular basis. Guardians will be notified by mail of the date and time of the hearing and are welcome, but **not required** to attend.

HOW WE ENCOURAGE SUCCESSFUL DECISIONS

VALUES – Staff provide role modeling of nine specific values important to the therapeutic growth of all residents.

REDIRECTION – Residents will be given a verbal prompt when behaviors are not representative of the posted values.

TIME AWAY – Getting away from the immediate environment. You may choose to ask staff if you can have a Time Away from the current situation in order to gain more self control and refocus Staff may prompt you to take a Time Away as well.

LEARNING EXPERIENCE – A written assignment designed to give you an opportunity to reflect on your behavior.

COMMUNITY REFOCUS – This is an extended period of time away from the group (1/2 hour for middle school, 1 hour for high school) for a resident to reflect on his or her actions. Residents will be encouraged to process with staff during this time and will have an opportunity to complete the learning experience as well.

PARALLEL PROGRAMMING – Residents who are physically aggressive or not following rules or expectations may be asked to be separated from their peer group for an extended time. Parallel programming allows the resident time to focus on tasks without distraction. Parallel programming is a therapeutic intervention which occurs in the day rooms on the halls and is monitored by residential staff and processed with a therapist. Assignments are completed by the residents. When the assignments are complete and the behaviors have been discussed, the resident may reenter the regular program.

VALUES

Be Honest vs. lying or withholding the truth, cheating on homework, quizzes, tests

Be Respectful vs. gossiping, abusive language, manipulation, sarcasm, breaking confidentiality, bullying

Use Time Wisely vs. sleeping, drawing in class, passing or receiving notes, talking

Follow Directions vs. not following the request of a staff person

Respect Property vs. writing on books, walls, destroying property, touching another person's belongings without permission

Remain in Area vs. entering an area without permission or without staff person present

Be Considerate vs. disruptive behavior, talking out in line or in class, using negative or derogatory terms with others

Be Responsible vs. not prepared for class, not having feedback sheet signed, late, incomplete assignments

Be Safe vs. aggressive, dangerous behavior, or threats of violence, any physical contact, self harm

POINT SYSTEM

Each day for every activity, residents have the opportunity to earn points. These points are earned for working toward a treatment goal and for general behavior during each activity. Each day a total of 100 points is possible. General behavior is defined as following the rules of the facility and staying focused on the posted values. Treatment goal points are earned when you are working toward a goal you choose from your treatment plan that morning. The points are used to "purchase" items in the Points Store each week. Items in the store range from 15 points to 10000 points. This system encourages good decision making, budgeting, patience and an overall feeling of accomplishment.

STRATEGIC BEHAVIORAL CENTER LEVEL SYSTEM

“LAWS”

Learning, Accepting, Willing, Succeeding

Learning Level

All Residents begin treatment at Strategic Behavioral Center on the Learning Level. The learning level offers residents time to get to know staff and peers, and to learn about Strategic Behavioral Center. This is a time to become familiar with rules and expectations and the process of treatment at our facility. The learning level is also for residents who are not yet invested in the process of treatment or are unable to demonstrate that they are applying concepts they have learned (in other words, you can drop back to learning from a higher level). This is a level where residents can focus on the basics. All residents are required to spend a minimum of two weeks on the Learning Level. Residents on Learning Level are eligible for points store points, but not allowed to spend them until they earn an increased level.

1. Zero incidents of physical aggression towards staff or peers.
2. Attend school.
3. Participate in group therapy, town hall meetings and life skills group.
4. Successfully complete one Family Treatment Team meeting (therapist discretion)
5. Learn and state our Values (If you need help with this, staff or your therapist can help).
6. Learn, state and define our Program Terms (If you need help with this, staff or your therapist can help).
7. State the Therapeutic Theme.
8. No instigating or bullying.
9. Be able and willing to name 5 staff members.
10. Be able and willing to name 5 residents.
11. Show openness about the issues that led to treatment by participating in the development of your treatment goals and verbalizing at least one goal to work on each day (town hall meeting).
12. Learn the Resident Handbook and complete Handbook quiz.
13. Comply with Rules and Expectations.
14. Earn at least 60% of possible points each week.

Privileges

1. Bedtime 8:45 on Weekdays, 8:45 on Weekends
2. Any other privileges to be determined by treatment team

Accepting Level

Moving to the Accepting Level is an important step in your treatment. Acceptance involves understanding the need for change. Residents at Accepting Level are showing through words and actions that they are beginning to understand their issues and working on changing their behavior. Residents who are working at an Accepting level earn fewer consequences and more rewards than residents on Learning Level. Residents at an Accepting Level are able to “accept”

feedback from staff and peers about their behavior. They are beginning to think about causes for the behaviors, thoughts, and feelings that have been a problem. All residents are required to spend a minimum of three weeks on the Accepting Level before being eligible to move up. Staff will be able to clearly recognize those residents who have moved from Learning Level to Accepting Level by observing their behavior on the hall, in activities, and in therapy.

1. Continue to follow all lower level expectations.
2. Able to accept feed back from staff and peers about their behavior.
3. Zero incidents of physical aggression toward staff or peers.
4. Zero incidents of self harm.
5. Attending school and are making a genuine effort
6. Participating in group therapy, town hall meetings and life skills group.
7. Do not participate in or encourage negative behavior.
8. Follow rules with limited redirection required.
9. No instigating or bullying.
10. Accepts consequences with minimal escalation or negative reaction.
11. Willing and able to state therapeutic theme and values.
12. Verbalize desire to follow treatment program and work toward discharge.
13. Work with Therapist and Treatment team on development of Treatment Plan, creating specific goals to work on and ways of meeting those goals.
14. Understands and complies with program rules and schedule consistently.
15. Able to participate in group and family sessions appropriately and on a consistent basis.
16. Earn at least 70% of possible points each week.

Privileges

1. Eligible for off campus outings.
2. Eligible for therapeutic day passes-maximum eight hours. One pass per week.
3. Eligible for special movie nights or activities.
4. Able to purchase items in the Point Store.
5. Bedtime 9:00 on Weekdays, 9:30 on Weekends.
6. Any other privileges to be determined by treatment team.

Willing Level

Moving to the Willing Level is a significant sign of progress in treatment. Working at a Willing Level involves a readiness to change. Residents who are at a Willing Level are able to demonstrate through words and actions that they understand their issues and are making clear and genuine efforts to change problem behaviors on a daily basis. Residents who are working at a Willing Level are prepared and able to verbalize understanding of their treatment goals and how they are doing at meeting those goals. A Willing Level resident does not feed into negative behavior, does not manipulate staff or peers, observes appropriate boundaries in their relationships, and sets a good example for other residents to follow. Willing Level residents can identify appropriate coping skills. Willing Level residents lead with actions, not just words.

1. Continue to follow all lower level expectations.
2. Zero incidents of physical aggression toward staff or peers.
3. Zero incidents of self harm.

4. Attending school and are making a genuine effort
5. Participating in group therapy, town hall meetings and life skills group.
6. Do not participate in or feed/encourage negative behavior.
7. No instigating or bullying.
8. Follow rules with limited redirection required.
9. Accept consequences with minimal escalation or negative reaction.
10. Willing and able to state therapeutic theme and values.
11. Verbalize desire to follow their treatment program and work toward discharge.
12. Work with Therapist and Treatment Team to review and revise their Treatment Plan, creating specific goals to work on and ways of meeting goals.
13. Understands and complies with program rules and schedule consistently.
14. Able to participate in group and family sessions appropriately on a consistent basis.
15. Earn at least 75% of possible points each week.

Privileges

1. Able to Participate in Socials.
2. Eligible for off campus outings.
3. Eligible for therapeutic day passes.
4. Eligible for home visits for 24-48 hours. One pass per week.
5. Eligible for special movie nights or activities.
6. Assist with Resource Room and Library.

7. Able to be a peer group leader in activities.
8. Eligible for special activities as scheduled.
9. Special therapeutic outings, which are outside the norm, can be arranged by treatment team (i.e. meals out, off campus trip to the park, etc.). These special outings may be individual or with another resident on equal or higher level, this is determined by the treatment team.
10. Bedtime 9:30 on Weekdays, 10:00 on Weekends.

Succeeding Level

Working at a Succeeding Level involves honesty, responsibility, accountability, and consistency in treatment over a significant period of time. Residents who are at a Succeeding Level are able to show through words and actions that they understand their issues and are making clear and genuine efforts to change problem behaviors on a daily basis. In some cases many issues have been resolved or the resident has learned to cope with those issues in a healthy manner. Residents who are working at a Succeeding Level are able to verbalize understanding of their discharge plans and a plan for coping outside of treatment. A Succeeding Level resident does not feed into negative behavior, does not manipulate staff or peers, observes appropriate boundaries in their relationships, and sets a good example for other residents to follow. Succeeding Level residents can identify and demonstrate appropriate coping skills on a consistent basis. Succeeding Level residents lead with actions, not just words. Succeeding Level residents may be asked to fill a Mentor Role with a new resident.

1. Continue to follow all lower level expectations.
2. Zero incidents of physical aggression toward staff or peers.

3. Zero incidents of self harm.
4. Attending school and are making a genuine effort
5. Participating in group therapy, town hall meetings and life skills group.
6. Do not participate in or feed/encourage negative behavior.
7. No instigating or bullying.
8. Follow rules with limited redirection required.
9. Accept consequences with minimal escalation or negative reaction.
10. Willing and able to state therapeutic theme and values.
11. Verbalize understanding of discharge plans.
12. Develop an aftercare plan with therapist and treatment team which focuses on successful strategies and healthy coping skills.
13. Set a discharge date and communicate with discharge placement about any personal concerns and expectations.
14. Sets a positive example for other residents as a role model.
15. Able to verbalize and demonstrate a desire to be successful and belief in oneself to succeed outside of treatment.
16. Earn at least 85% of possible points each week.

Privileges

1. Able to Participate in Socials.
2. Eligible for off campus outings.
3. Eligible for therapeutic day passes
4. Eligible for home visits for 48-96 hours.
5. Eligible for special movie nights or activities.
6. Assist with Resource Room and Library.
7. Able to be a peer group leader in activities.
8. Eligible for special activities as scheduled.
9. Eligible to be a Mentor for other residents as assigned by staff.
10. Special therapeutic outings, which are outside the norm, can be arranged by treatment team (i.e. meals out, off campus trip to the park, etc.). These special outings may be individual or with another resident on equal or higher level, this is determined by the treatment team.
11. Bedtime 10:00 on Weekdays, 10:30 on Weekends.

Physical Aggression toward staff and/or peers may result in a level drop. Any unsafe behaviors displayed towards staff, peers and self may result in a level drop. (At the discretion of your Therapist, Milieu Manager or Administration.)

PROGRAM TERMS

Honesty: Being open and truthful

Respect: Being considerate of the rights of others.

Authority: Person responsible for setting limits, enforcing rules, and awarding consequences.

Arguing: An attempt to defy rules, push limits, avoid consequences, or gain power.

Excuses: Statements to avoid accepting responsibility for behavior.

Maturity: Doing what is best even when it is not what one wants.

Acceptance: Complying with rules, limits, and expectations where you agree with them or not.

Willingness: Putting forth effort to accomplish a task, regardless of how difficult.

Anger Formula: Fear + Hurt + Frustration = Anger (Fears may include: fear of failure, fear of rejection, fear of abandonment, fear of being alone).

Anger Management: Controlling one's behavior even when feelings are powerful. Involves a two step process 1) Don't Speak 2) Get distance-either physical or emotional.

Self Control: Controlling one's behavior even when feelings and thoughts are powerful. Involves a three step process: 1) Stop 2) Think 3) Make a Good Choice.

Compromise: Finding agreement where all are satisfied.

RESIDENT CONCERN RESPONSE SYSTEM

Residents are encouraged to communicate openly about concerns they may have. Our job is to provide the safest and most enriching setting possible for all of our residents.

1. Town Hall
2. Community Group
3. Grievance Procedure

GRIEVANCES

If you have a grievance, there are several ways to voice your concern. The resident should ask any staff member for a grievance form. The resident fills out the grievance form and places it in one of the grievance drop boxes. If the issue cannot be resolved with clinical and/or residential staff, the Risk Manager and the resident will meet to discuss the problem and attempt to resolve the issue. If a resolution is not met, the grievance will be forwarded to the Clinical Director.

A response to your grievance will be made in a timely manner, usually within five **(5)** business days. Residents are encouraged to use Town Hall meetings and Community group to express concerns and suggestions.

The Risk Manager is the SBC resident advocate.

RESIDENT'S RIGHTS AND EXPECTATIONS

RESIDENT'S RIGHTS

1. The right to dignity, respect, privacy, humane care and freedom from mental and physical abuse, neglect and exploitation.
2. The right to an environment that contributes to a positive self-image.
3. The right to not be subject to harassment, intimidation, threats, harm, assault or humiliation.
4. The right to expect fair and impartial treatment. The right not to be discriminated against because of race, national origin, color, religious beliefs or practice, or physical handicap.
5. The right to considerate and respectful care that includes consideration of cultural, psychosocial, spiritual and personal values, beliefs and preferences.
6. The right to pastoral and other spiritual services.
7. The right to have nutritious meals, toilet facilities, adequate lighting, proper ventilation for warmth and fresh air and an overall safe environment.
8. Residents have the right to be provided with linens, toiletries and hygiene supplies. These will be provided by the program.
9. The right, if provided, to opportunities for work, by the organization, to receive a copy of the policy/information which addresses the situations in which residents work on behalf of the organization and information related to payment for work.
10. The right to treatment, access to medical, dental and vision care. If Strategic Behavioral Center cannot provide you with the services you require, you will be transferred to an appropriate facility.
11. Residents have the right to be informed in advance of the potential risks and benefits of treatment.
12. Residents and their parent/legal guardian have the right to refuse treatment at any time to the extent permitted by law.
13. Residents have the right to consent or decline to take part in research affecting care. No procedures, investigational studies or clinical studies will be performed without the consent of the parent/legal guardian. Consent to participate in research occurs only after you have received a full explanation of the purpose, potential benefits and risks of participation. If you choose not to take part in research or investigational treatments and procedures, you will receive the most effective care the facility otherwise provides.
14. Residents have the right to be free from unnecessary or excessive medication.
15. Residents have the right to have physical restraint and/or seclusion used only when there is imminent danger of abuse or injury to the resident or others, when substantial property damage is occurring, or when the restraint

and/or seclusion is necessary as a measure of therapeutic treatment. Residents have the right to be free from restraint and/or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.

16. Residents have the right to an assessment and management of pain, including initial assessment and regular assessment of pain and to expect education from relevant providers in pain assessment and management. Residents should receive education along with parents/legal guardians, when appropriate, regarding their and their parent's/legal guardian's role in managing pain as well as the potential limitation and side effects of pain treatments, after taking into account personal, cultural, spiritual, and/or ethnic beliefs, communicating to the residents and parents/guardians that pain management is an important part of care. Residents will be given only the minimum amount of medication needed. Residents have the right to be told what medication(s) they are being given and the side effects that may occur by taking the medication.
17. The right to have an individualized treatment plan specific to your individualized needs of which you will be involved in creating.
18. Residents have the right to have an individualized discharge plan containing recommendations for further services. A copy of the discharge plan will be provided to you or your parent/legal guardian.
19. The right to confidentiality of information acquired in the course of treatment except as permitted by law. As a youth, certain information or concerns are shared with your parent/legal guardian. Confidential information will be released, when reporting is required or permitted by law such as in cases of child abuse/neglect or medical emergencies. When the facility releases records to others, such as insurers, it emphasizes the records are confidential.
20. The right to report any problem or complaint you have while in the program without the fear of punishment in accordance with established grievance procedures. You have the right to know about facility resources, such as resident representatives or ethics committees that can help you resolve problems and questions about your stay or care.
21. Residents have the right to express a complaint concerning care and receive a response without your care being compromised. You have the right to access an internal grievance process and also to appeal to an external agency. State agency contact information is as follows:

State Agencies:

NC Department of Health and Human Services Complaint Hotline: 1-800-624-3004 or 919-855-4500

Joint Commission Complaint Hotline: 1-800-994-6610

22. The right to live as normally as possible while receiving care and treatment.
23. You are to be considered legally competent unless a court has decided you are incompetent. If a court has decided you are incompetent, you have the right to participate as fully as possible in all decisions that will affect you and to be restored to legal competency as indicated.
24. The right to maintain parent-child relationships.
25. Residents have scheduled visitation times so that school and therapeutic activities are not interrupted. Unless designated times have been scheduled by the therapist, all visitation will occur within the scheduled visitation

time frames. Residents have the right to visit with parent(s)/legal guardian(s), contingent upon their participation in the program unless a court order has been established to prevent such visitation from occurring. **Visitors other than your parent/legal guardian must be listed on your approved visitation list** (see Visitation Guidelines section). Visitation privileges may be postponed if it is not in the resident's best interest. Further restrictions may be imposed as determined appropriate and will be noted in the resident's medical record.

26. Residents shall have access to telephones in accordance with their needs, care, treatment and services provided. Residents have the right to talk to their parent(s)/legal guardian(s) during designated phone times if talking with them is positive for treatment. Parents/legal guardian and therapists must approve others on the resident phone list. Telephone privileges may be postponed if it is not in the resident's best interest (as ordered by the MD in conjunction with the therapist). Further restrictions may be imposed as therapeutically appropriate and will be noted in the resident's medical record.
27. Residents have the right to send and receive sealed mail. Restrictions may be put in place by your parent/legal guardian or by a court order. The program may put restrictions in place if contraband is received or if mail is conflicting with the therapeutic program (any restrictions must be documented in the resident's medical record). Residents must open all mail in the presence of their therapist or designee to help ensure no contraband is received. Residents can also have access to writing materials at designated times. Each resident will have up to three stamps per week for sending mail. Additional postage may be provided by the parent/guardian or "purchased" in the point's store.
28. Residents, in coordination with their parent/legal guardian, have the right to contact and consult with legal counsel, private physicians and private mental health, developmental disabilities or substance abuse professionals of their choice. Please be advised that outside contacts are at your expense.
29. Residents have the right to contact and consult with an advocate. Each resident has the right to contact the Disability Rights North Carolina at 1-877-235-4210.
30. Residents have the right to participate in both indoor and outdoor activities and the right to exercise facilities and equipment within the program unless restrictions are put in place. Any restrictions shall be documented in the resident's medical record.
31. Resident's ability to participate in off campus visits may be limited taking into account legal and commitment status. Therapeutic restrictions may also be imposed if it is in your best interest and has been documented in the medical record.

Additional Exceptions:

- A. If a parent or guardian's decision is believed by the physician to seriously endanger the resident's health or safety, the facility will pursue avenues necessary for a resolution that protects the resident.
- B. Information requested by the court/judicial system will be released with the proper legal documentation. As required by law, resident's information will be released if investigations involving abuse/neglect arise or if a resident is involved in some form of illegal activity that would require disclosure to law enforcement.
- C. This facility supports the "Resident's Rights" to the extent that they do not conflict with other facility policies, regulatory or legal constraints, or steps necessary from time to time to ensure this facility's financial viability.

Resident/Parent/Legal Guardian Responsibilities and Expectations:

1. You are responsible for providing information about the resident's physical and mental health, including past illnesses, hospital stays, family history, developmental history, allergies and the use of all medicine (prescription, non-prescription, over-the-counter and herbal).
2. You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor or the health care professional working with you.
3. Residents have the right to have an advance directive, such as a living will or health care proxy. Parents/legal guardians will be responsible for providing advance directives to the facility should they exist.
4. Residents/Parent/Guardian/Visitors are responsible for being considerate of the needs of other residents, staff, and the facility. This includes maintaining the confidentiality of other residents and their family information that you may encounter during any phase of treatment (observation, visitation, group sessions or other modes of disclosure). It also includes abiding by facility policies and procedures and respecting the facility grounds/property.
5. Residents will be issued an identification number/code upon admission. This should only be utilized by the parent/legal guardian when calling to follow up on the client's progress and/or when visiting. If the parent/legal guardian chooses to share this number with others, confidential information may be disclosed to those individuals. It is your responsibility to manage disclosure of this number/code.
6. You have the right to know facility rules that affect you and your treatment and about charges and payment methods. You are responsible for providing information for insurance and for working with Strategic Behavioral Center, when needed, to arrange payment.
7. You are responsible for recognizing the effect of lifestyle on your personal health/mental health. Your health depends not only on the care you receive at our facility but, in the long term, on the decisions you make in your daily life in conjunction with parent/legal guardian decisions.

EXPECTATIONS

1. No threats or actions of violence.
2. No unapproved items in the facility.
3. No borrowing, lending or stealing of other's items.
4. Personal contact between residents is not allowed.
5. Show respect by not using profanity, name-calling, racial slurs, gang signs, or symbols.
6. Residents are not permitted to enter other resident's rooms.
7. No writing, passing or receiving notes among residents.
8. No horseplay or disruptive behavior.
9. Allow staff to handle situations with other residents.
10. Display positive behaviors as a role model to others.
11. Respect room time by not talking with residents in other rooms.
12. Ask for permission to leave your room.
13. Move from one area to another in the facility in a line and keep your hands at your sides.
14. Use of tobacco, alcohol or illicit substances is prohibited.
15. Take pride in your appearance and completing daily hygiene.

16. No tattooing, piercing or writing on your body or the body of others.
17. Discussing or attempting to runaway from the facility is not permitted.
18. Respect other's privacy. Do not discuss their issues with others. The exception would be when safety is a concern.

WHEN IN GROUP

1. Respect confidentiality-what is said in group stays in group. The exception would be when safety is a concern.
2. Be respectful. Listen and do not interrupt when others are speaking.
3. You are to remain in group unless staff has given permission to leave.
4. Group attendance is mandatory.

WHEN IN YOUR ROOM

1. Doors stay open at all times.
2. You are to stay out of your doorway.
3. Raise your hand if you need staff's assistance.
4. You will make your bed in the morning and after room time.
5. Respect your roommate's property.
6. Do not write or draw on furniture or walls.

RESPECTING YOURSELF AND OTHERS

1. Change clothes in your bathroom.
2. Knock on the door and wait for a response before ever opening the bathroom door.
3. One person at a time in the bathroom.
4. Identify all of your belongings with your initials-use a permanent marker.

HANDBOOK QUIZ

1. How many hours of school are required each day? _____
2. In what section does the handbook information explain that I deserve to have nutritious meals?

3. Which of the following is a way that residents can show respect for the privacy and personal items of ourselves and others?
 - A. Taking what I need and asking later
 - B. Leaving my clothes on the floor in case my roommate wants to borrow something
 - C. I knock before I enter the bathroom to be sure no one is in there
 - D. Read other residents' mail
4. True or False: I can wear hats and hoods whenever I want. _____
5. How will you know what clothing is yours if someone has a similar item? _____

6. The number of visitors I can have at one time is: _____
7. I can make this many calls per week:
 - A. 1
 - B. 5
 - C. 8
 - D. 12
8. What is a town hall meeting? _____

9. The levels in order are:
 1. _____
 2. _____
 3. _____
 4. _____
10. If I have a complaint or concern about something, I should:
 - A. Tell a peer
 - B. Get mad about it
 - C. Write a grievance report
 - D. Call my guardian
11. When transitioning from one activity to another, I need to:
 - A. Be polite and wave to staff from other halls
 - B. Call out to my therapist when I see him or her
 - C. Stay in line and be quiet
 - D. Skip