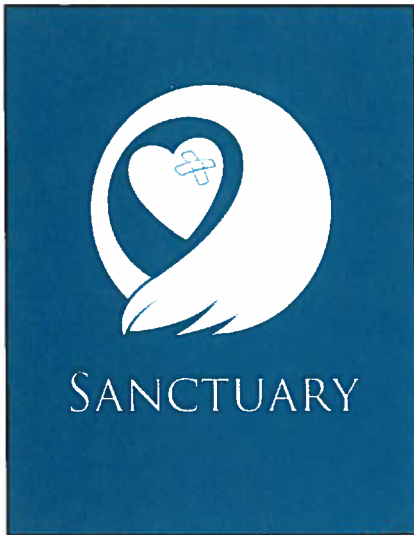




SANCTUARY

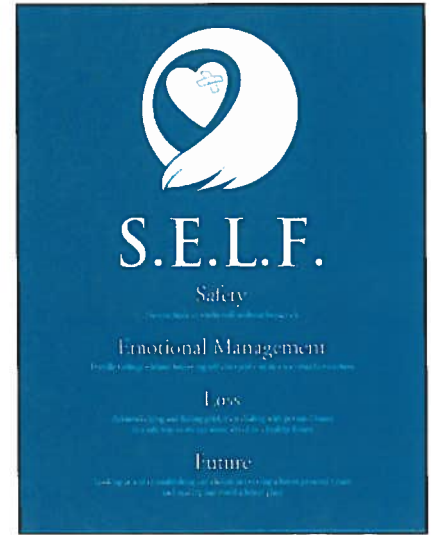
BAKER VICTORY SERVICES
RESIDENTIAL TREATMENT FACILITY
FAMILY HANDBOOK
WELCOME!



BAKER VICTORY SERVICES

Sanctuary A quick reference guide

Sanctuary is a treatment and organizational model that is based on understanding trauma.



The SELF Model:

The SELF Model provides four steps that guide the way people in the organization work and the way individuals heal and make progress.

- S – Safety (physical, psychological, social and moral)** Safety is the foundation of healing.
- E – Emotion management (not just for the kids!)** Managing emotions is the step that helps us to handle our feelings in a way that doesn't hurt ourselves or others.
- L – Loss (abuse, neglect, separation, getting stuck)** When an individual understands the loss and the feelings that go with it, that person can move to a healthy future.
- F – Future (how can things be better?)** Future is the belief that things can change and get better.

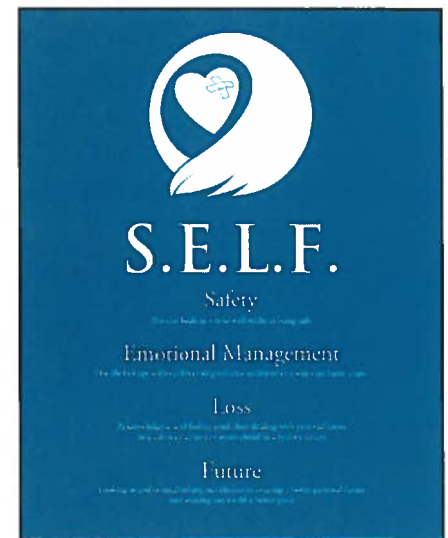
Healing from Trauma – *the Seven Commitments*

- **Nonviolence-** living safely outside (physical), inside (emotional), with others (social), and doing the right thing (moral)
- **Emotional Intelligence-** managing our feelings so that we don't hurt ourselves or others.
- **Inquiry and Social Learning-** respecting and sharing the ideas of our peers and teams
- **Shared Governance-** shared decision making: Everyone has a voice.
- **Open Communication-** saying what we mean, and not being mean when we say it
- **Social Responsibility-** together we accomplish more, everyone makes a contribution to the organizational culture
- **Growth and Change-** creating hope for our clients and ourselves

In simple terms..... healthy communities help people get better!



Sanctuary Tool Box



Community Meetings: Community meetings reflect the values of the Sanctuary Model. The meeting reflects the first step of trauma recovery by creating safety in the group. All participants answer the following three questions:

- **How are you feeling?** This question encourages emotional identification and teaches children to use words rather than actions to share their feelings.
- **What is your goal today?** The Sanctuary Model promotes self-recovery. Individual goals create structure and a cognitive focus and to give insight into what others feel are important goals for themselves.
- **Who will you ask for help?** Asking for help repairs attachments for individuals who have lost faith that significant people will care and be responsible for them. It also helps foster a sense of community between individuals when they publicly ask each other for help.

Safety Plans: Safety plans include calming and coping strategies, that an individual can use during stressful times to maintain safety in all environments. Individuals are expected to use their safety plans throughout the day.

Red Flag Meetings: A Red Flag meeting is essentially a team meeting that can be called by any involved party, whenever there is a critical incident, a violation of community norms, or when a team member is struggling with an issue or other significant concern.

Psycho Educational Groups: A group curriculum that teaches individuals why their past experiences impact the way they act in the present, thus enabling the individual to take control of their own recovery

Baker Victory Services Residential Treatment Facility Family Handbook

WELCOME

INTRODUCTION

Welcome to Baker Victory Services Residential Treatment Facility Program. (RTF) We recognize that having a child living outside of your home can be very stressful. We also realize that you and your child have been through many challenges before having the need to seek residential treatment.

At Baker Victory Services we are concerned about your needs as well. And, we believe that you are a VITAL part of the treatment your child will receive. This handbook is an overview of our policies, procedures and expectations as well as answers to some commonly asked questions. It is not meant to replace your personal involvement and input.

Baker Victory Services is FAMILY CENTERED.

Your child's therapist will be contacting you within the next week, in order to set up a meeting with you and share ideas, answer specific questions and begin treatment planning, related to your child's and your family's vision for your family's future.

Baker Victory Services is a Sanctuary Agency

Baker Victory had adopted the Sanctuary Model of Treatment. Sanctuary is a trauma focused/trauma informed system of care. We have included a quick guide for parents on the next page. If you have any questions regarding Sanctuary, please contact Tammy Stedman, Family Advocate at 828-7206, or David Gordon, Division Administrator at 828-9491.

SECTION I

THE RTF PROGRAM

At Baker Victory Services we believe in a team approach to treatment with our clients and their families. The RTF is an intensive level of care and a number of different disciplines are involved in providing services to your child.

The Treatment Team includes:

Parent/Family Member—You are a PARTNER with the other members of the treatment team to develop and implement treatment plans and strategies. Your perspectives, values and goals are most important. The professionals in working with your child, make every effort to help your family meet your goals and needs. Program plans and strategies are created specifically for each family using their unique strengths and meeting their unique needs.

Mental Health Specialists—After comprehensive training, MHS provide direct care to the children. They provide role modeling, teaching and supervision of client's interactions and activities. MHS provide support and crisis intervention.

Division Administrator—Overall supervision of the three Office of Mental Health Programs which are Residential Treatment Facility (RTF), Day Treatment (DTX) and Outpatient Clinic (OC). Overall supervision of the RTF administrative and clinical program with direct supervision of the department head and family advocacy program.

Risk Manager- Department Head who is responsible for helping keeping client's and staff safe within our residential program. Risk Manager helps evaluate any use of physical intervention and client concerns in an effort to improve the overall safe experience of our clients.

Clinical Coordinator – Responsible for the smooth transition into the program by way of intake and admission. This person is responsible for supervising and coordinating discharge for clients as they move out of RTF into a lower level of care.

Cottage Director (primary therapist)—oversees the clinical direction and programming of the unit. The Director also provides individual, group and family therapy for the clients in the cottage.

Cottage Social Worker (primary therapist)—assists the Director in clinical programming and provides individual, group and family therapy for the clients in the cottage.

Transition Coordinator—works with clients and families throughout treatment to plan and implement discharge. Provides support after discharge to the child and family for a successful transition.

Behavior Specialist – works with a small number of our clients who are struggling at any given time and is able to provide more one on one attention on an as needed basis. The behavior specialist may highlight one particular challenging goal and focus on that goal to be even more helpful to a client in need.

Cottage Manger—supervise the Mental Health Specialists, assure that treatment plans are implemented, assure that the cottage environment is safe, properly maintained and that appropriate and therapeutic interactions occur in the cottage.

Psychologist—provides clinical consultation and psychological evaluation as necessary.

Psychiatrist—provides evaluation, psychiatric assessment, medication evaluation and management, admits clients to the program and provides clinical consultation to the treatment team.

Nurse—the RTF provides 24 hour nursing to our clients. Nurses administer medications, provide health and medication education and assure that all medical needs of the clients are met.

Recreation Therapist—assesses recreation and leisure needs and preferences, plans and implements recreation activities with the clients. This person can also provide family activities such as Bison Baseball Games, Family Picnic's and Summer Games.

Family Advocate—provides support to families while their child is in residence and during transition upon discharge as needed. The Family advocate provides information and assistance with referrals to other agencies or programs upon discharge. We would encourage you to contact the family advocate at any time you are feeling the need to share feelings about your experience as a parent of a child in placement.

If you have any questions, please contact your child's primary therapist or family advocate.

VOLUNTARY STATUS – NYS OFFICE OF MENTAL HEALTH

Your child has been admitted to a Residential Treatment Facility (RTF), which is a program certified by the Office of Mental Health. All clients (with certain rare exceptions) are admitted on a voluntary basis. If your child is under 18, you have been asked to sign a form requesting voluntary admission.

As a voluntary program, if your child leaves the facility without permission or refuses to return, we cannot force him/her to do so. However, our staff will make every effort to assure that the child returns to the program. If this occurs, he/she has 72 hours to rescind this request for discharge. You will be contacted immediately to discuss the available options. In every situation, we make every effort to encourage the client to remain in the program.

SECTION 2

CONFIDENTIALITY

Information about a client and his/her family as well as issues discussed during family or individual sessions is considered confidential. Information about an individual counseling session is usually not automatically shared with a parent without the child's permission. Likewise, information obtained in a parent session is not shared with the child without permission. Generally, information will not be shared with anyone outside the agency without the written permission of a parent/legal guardian. There are a few exceptions. We are required to disclose information to our funding sources (in the case of the RTF, this includes the NYS Office of Mental Health and Medicaid), and may be required to provide information in response to a Court Order. Health and safety issues (suicidal/homicidal threat, abuse/neglect, etc.) may also require us to disclose related information. (please see HIPAA Notice of Privacy Practices located in the back of this booklet)

Your Child's Safety and Protection

The NYS Justice Center is responsible to help monitor and ensure the safety of "vulnerable persons" under NY State law which is defined as persons with special needs. The Justice Center's stated Vision and Mission are as follows:

People with special needs shall be protected from abuse, neglect and mistreatment. This will be accomplished by assuring that the state maintains the nation's highest standards of health, safety and dignity; and by supporting the dedicated men and women who provide services.

Justice Center Mission

The Justice Center is committed to supporting and protecting the health, safety, and dignity of all people with special needs and disabilities through advocacy of their civil rights, prevention of mistreatment, and investigation of all allegations of abuse and neglect so that appropriate actions are taken.

Our Values and Guiding Principles

Integrity: The Justice Center believes that all people with special needs deserve to be treated with respect and that people's rights should be protected.

Quality: The Justice Center is committed to providing superior services and to ensuring that people with special needs receive quality care.

Accountability: The Justice Center understands that accountability to the people we serve and the public is paramount.

Education: The Justice Center believes that outreach, training, and the promotion of best practices are critical to affect systems change.

Collaboration: Safe-guarding people with special needs is a shared responsibility, and the Justice Center is successful because it works with agencies, providers, people who provide direct services, and people with special needs to prevent abuse and neglect.

As mandated reporters, our staff are required to contact the Justice Center in any incident where it believed that the above mandates are compromised. An interested party or family member also has the right to contact the Justice Center with concerns in a particular situation. Contact information provided on page 13 of your Parent Manual.

In any instance, we hope that parents understand this responsibility and are able to work with us to resolve any related issues and concerns.

CLIENT'S RIGHTS

A copy of Baker Victory Services' Client Rights Statement is included in this handbook. At Baker Victory Services, we are committed to seeing that all of your child's basic rights, as well as those specifically set by the NYS Office of Mental Health and Mental Hygiene Legal Services are upheld at all times.

PRIVACY

One of your child's basic rights is that of privacy. He/she is allowed to send and receive mail without staff interception unless there is cause to suspect that it

contains contraband. Contraband can include but is not limited to the following: cigarettes, lighters/matches, pornographic material, alcohol, drugs and paraphernalia, weapons or any other material possession that can compromise safety of your child, other residents and staff. If it is felt that any incoming mail contains something potentially harmful or upsetting to your child, staff may be present while it is opened and read by him/her. In rare cases, mail may be withheld from a client. This action requires treatment team approval.

REGULATIONS AND EXPECTATIONS

All residents are expected to follow the rules and expectations of their living unit. These may vary from cottage to cottage. If at anytime, the staff feels that safety is being compromised for your child, residents or staff, they will contact the Cottage Director and appropriate actions will be taken. You will be notified if an incident occurred with your child, as soon as it is felt safe to do so.

We are eager to provide continuity from your home to the cottage. Therefore, we will be happy to work with you on implementing any additional rules you may have for your child as well as to help you enforce and carry out the structure and rules of the cottage in your home.

Please be advised that all cottage doors are locked and cannot be open by residents. Staff is able to open and lock all doors on an as needed basis. Routine fire drills take place to assure fire safety.

SEARCH AND CONFISCATION

The Baker Victory Services Search and Confiscation Policy reflects the National Association of Homes for Children's Code of Ethics.

Our intent in the use of such a policy is the safeguarding of the health and welfare of the clients we serve. The use of drugs and the availability of drugs as well as the concealment of weapons is considered to jeopardize the health and welfare of the clients in our care. We must uphold the rights of our clients while protecting them and their environment. Therefore, this policy is used with discrimination and with the rights of the client in mind.

If it is felt that there is reasonable cause to suspect that a client may have contraband in their possession, (with the client present) staff may go through their belongings, conduct a room search, or require clients to empty all purses, pockets, backpacks etc. All searches require Department Head approval.

Our routine practice would be to inventory of all items leaving or coming into the unit before and after each home visit.

PHYSICAL INTERVENTIONS

Baker Victory Services serves clients who sometimes display aggressive behaviors and place themselves and others in physical danger. Our Direct Care staff are trained and certified in Therapeutic Crisis Intervention, a NYS Certified program developed by Cornell University. They are required to receive annual training and six month updates. This program emphasized techniques for de-escalating and preventing dangerous behaviors. We make every effort to defuse situations at the earliest possible stage. The range of skills staff possess run from the verbal interventions to the use of therapeutic physical interventions. Therapeutic Crisis Intervention includes safe methods of physical intervention.

We are committed to maintaining a safe environment for all of our clients and staff.

Should a physical intervention become necessary for your child, you will be notified of the incident. Medical personnel and a doctor will assess with your child as to any physical injury, complaints and/or the need for medical treatment immediately following any physical restraint.

If your child has required physical interventions or has become aggressive in previous placements or in the community, your Primary Therapist will work with you and your child to determine the best methods to avoid the use of physical interventions during his/her stay at Baker Victory Services. Our goal is to help clients realize, accept and channel aggression into socially appropriate behavior.

If a situation requires physical restraint, our staff are trained in the use of four basic physical restraint techniques as follows: Standing Hold, Small Child Hold, Small Child hold against wall, Supine. Information about these holds will be provided to you at the time of Intake. You will be advised of any new techniques decided upon in the future by the above mentioned agencies. Please contact your therapist or his/her supervisor if you have any questions or concerns.

At the time of admission, we will provide you with extensive information about the use of physical intervention to help you understand our training and our commitment to safety. In addition, you will receive a copy of our policy and procedures related to physical intervention and seclusion. Our staff will review this information with you and provide information (including photographic examples) and review the material. This would be in an effort to ensure your understanding of our practices and efforts to keep your child safe at all times. We would encourage you to further review this material throughout the course of treatment and discuss it with your child's therapist if you have questions.

SECTION 3

DAILY ROUTINE

At Baker Victory Services, residents will be assisted in establishing a sensible daily routine appropriate for age level and responsibility. Time for use of common facilities such as laundry, telephone, showers, game and activity rooms and TV will be provided. Also part of the daily routine, are recreation activities, mealtime, skill development activities and therapy sessions.

RESPONSIBILITIES

Both staff and residents have responsibilities, which contribute to the therapeutic community in the Cottage. Daily, residents do assigned chores. In addition to daily expectations for personal hygiene, maintenance of a clean room and clothing, residents are expected to contribute to the clean and homelike atmosphere of the entire living unit.

PRIVILEGE LEVELS

Residents earn privileges depending on their own behaviors in relation to their treatment plans and program expectations. Privileges are determined by the privilege level system. The lowest privilege level is a result of serious behavior problems. The highest privilege level allows for unsupervised time in the community, trips to the mall or library etc.. Each child's therapist evaluates a child's ability to participate in the community without supervision.

At Henry Cottage, the younger children are either on "in" which means in the cottage and with the possibility of an early bedtime or "out" status which means they may go outside, participate in activities and have use of their chore money. Cottage life meetings are held on as "as needed basis." Each resident's treatment plan recommendations are followed and therapists are consulted.

At St. Francis and Vincent Cottages, (where the older children reside) cottage life meetings are held daily and each individual requests their privilege level. Their level is determined by the group, which includes staff and residents. (with approval of the individual's therapist) It is based on their school day, the behavior the evening before, chore completion and what the individual has done to resolve the issues

before him/her. Decisions are individualized according to the resident's treatment plan.

If you have any questions regarding this procedure, please contact your child's therapist at the number listed in the back.

ROOM AND BOARD

Baker Victory Services provides clients with food, clothing, medicine and all medical care. Each client, is provided with a clothing allowance on a seasonal basis, to supplement their needs for each season (e.g. boots, swimsuit etc.).

In the RTF, meals are served in each client's respective cottage. The food is delivered by the staff from Baker Hall School Cafeteria. Occasionally food is ordered from outside i.e.: pizza, subs. The menus in all programs are carefully planned to provide well-balanced, nutritional meals. Clients will be exposed to many different foods. A Registered Dietician monitors each client's dietary plans and a Dietician Tech assists the clients in complying with special diets if they are prescribed.

An allowance is provided for all clients on a weekly basis and will be associated with weekly chores. Staff may withhold allowances if they feel the client may intend to runaway or buy illegal substances. The allowances will not be taken away, only held for a period of time as savings. Allowances will also be used to offset any property damage incurred by the client.

TELEPHONE ACCESS

All units have a telephone for clients to use to contact friends and family. Clients have a right to make and receive calls from family, friends, clergy and legal personnel. You and your child's treatment team can limit these calls if this is necessary. There are many options available to meet the need for communication which also provide for safety and supervision if this is necessary. Please feel free to discuss this with your therapist if you have any special considerations in this area which need to be implemented.

The phone cut off time in the RTF units is 9:30pm in order to assure that the bedtime routine takes place. If at any time you have an emergency and need to talk to your child or you simply need to get a message to your child, please feel free to call the staff line. For safety reasons, this line cannot be used for lengthy conversations but it can, of course be used for emergency situations and for leaving a message.

When clients leave the residence for any period of time they should take the staff phone number in case of an emergency. Staff will accept collect calls in case of an

emergency. Any collect call made that is not an emergency, will be repaid by the client.

EDUCATION

Educational Services are a crucial part of the BVS program and of any resident's treatment program. All educational needs will be assessed based on past performance and educational testing. Special Education services will be determined upon admission. Many times, clients in our programs will experience emotional or behavioral problems, which require them to be in a Special Education setting. If a child is appropriate for special education, a recommendation will be made and a meeting will be held by the Committee on Special Education at Baker Hall School to determine the actual educational placement. Baker Victory Services makes the recommendation, but the child's school district of origin makes the final decision. Baker Victory Services offers a Special Education Program for all clients in Baker Victory Services residential programs who are qualified for Special Education Services. Class size is small and the BVS Main School offers multiple classroom settings in order to provide each client the structure and support they may need to succeed. Each child is assigned to a Social Worker at school based at the school. This person is different from your child's Cottage Social Worker.

Staff will assist all clients in completing homework and communication between the school and the cottage staff occurs on a daily basis to assure consistency.

MEDICAL

Baker Victory Services offers a full range of medical services. The RTF offers 24 hour nursing service and all medical, dental and emergency care is covered by the RTF, except in certain circumstances where a client's private insurance is billed. Specialized care is also included (orthodontia, neurology etc) when necessary. All specialized medical care will be discussed with you prior to any action being taken. Prescriptions for psychiatric and other medications will also require your consent. If any time you have a question, did not understand the rationale for a medication or have concerns about side effects etc., you should speak to your child's therapist, nurse or psychiatrist.

Each child meets with the psychiatrist minimally one time per month and more often as needed. Psychiatric assessments and changes are reviewed monthly at the Multi D meeting and shared with parents at the time a change is recommended.

Each client receives a routine physical exam upon admission.

If your child requires emergency medical treatment, the nurse on duty will contact you as soon as possible.

As noted above, please do not hesitate to call your child's nurse, psychiatrist or primary therapist if you have any questions or concerns about your child's medical care of situation.

TREATMENT

Individual therapy, family counseling, crisis counseling, milieu therapy and recreation therapy are offered to each client at BVS. Family therapy is also a major component of the treatment program. Psychiatric evaluations and consultation are provided to each client. If your child requires medication, we are required to obtain your consent. Consultation with our psychiatrist and your child's nurse will provide you with an opportunity to understand the purpose of the medication, side effects and answer any questions or concerns you may have.

FAMILY INVOLVEMENT in treatment planning is IMPERATIVE FOR MAXIMUM PROGRESS. You will be asked to work with us in developing a treatment plan and in revising the plan since you, the parent, are the one who knows your child the best. Your experiences with your child and your knowledge of what has worked and what hasn't are invaluable to us in providing treatment for him/her.

Treatment plans are reviewed monthly in the RTF at a monthly meeting called the "multi-disciplinary" (multi-d) team meeting. You will be notified of this meeting on a monthly basis and we strongly encourage you to attend. If distance is a problem, we can conference a call when the meeting is convened. The treatment team consists of various members of the team, which includes the psychiatrist, psychologist, nurse, therapist, transition coordinator, recreational therapist, schoolteacher, family advocate and others who may be involved with your child. A few days before this scheduled meeting, the staff at your child's respective cottage will discuss your child's treatment plan with the therapist. The prior month is reviewed and what has worked and what hasn't. If you cannot attend, you can review your child's progress with your child's therapist and/or transition coordinator.

Parent's can be invited to meet with the staff as well. Weekly staff meetings are held on Wednesday at 12PM to 1:30PM. If you wish to do so, please contact your child's therapist for a scheduled time. You have valuable insight into your child's needs and what has worked in the past. All family sessions at a pre-arranged time and place will be scheduled for your convenience as much as possible. Our clinical staff can meet with you in the office, at your home or any other convenient location.

Our Transition Coordinators and will work with you on preparing for your child's discharge from the program. They will develop service linkages and assure that a smooth transition takes place as your child returns to your home or to a lower level of care in the community. The Transition Coordinator will remain working with

you and your child after discharge to provide support and coordination in order to assure a successful discharge.

EMERGENCY NOTIFICATION

In the event that your child is involved in any behavior that is unsafe for himself/herself or others, our staff will notify as soon as it is safely possible. Please make sure we have up-to-date phone numbers and addresses.

CONFLICT RESOLUTION

While we hope that your child's treatment will be free from any conflicts, we recognize that they do occur and we are here for you to resolve any conflicts you may have. We encourage you to discuss with your therapist or transition coordinator any concerns you may have.

Baker Victory supports a family driven environment and has a Family Advocate to assist you with any concerns about your experiences with Baker Victory. At times, the advocate to help serve as a liason with other systems that may impact your family, or the staff and program here at Baker Victory. We would encourage you to contact the family advocate to discuss your overall concerns as needed. She can be reached at 828-7206

Every patient and their family has "Due Process" rights. Baker Victory Services recognizes these rights by providing the following contact information:

BAKER VICTORY SERVICES

We ask and encourage you to deal with conflicts with the primary staff working with your child. Your child's therapist and Cottage Director can be most helpful when you have a concern. Our department head, Nicole Clark, is available on a daily basis to address additional concerns. In addition, at times families prefer the services of our family advocate, Tammy Stedman when concerns arise.

However, if you feel at any time you need further input to resolve concerns, you should feel free to utilize the Baker Victory Administrative staff to help resolve an issue. The staff members responsible are as follows:

- | | | |
|-----------------------------|-----------------------------------|-----------------------|
| 1. Nicole Clark - | RTF Department Head | 1-716-828-9367 |
| 2. David Gordon - | OMH Division Administrator | 1-716-828-9491 |
| 3. Meg Battenfeld- | OMH/DSS - Vice President | 1-716-828-7042 |
| 4. Terese Scofidio - | Chief Operating Officer | 1-716-828-9515 |

If you feel you need immediate assistance please call our administrative office at 828-9715.

For additional information or concerns, contact the following:

OFFICE OF MENTAL HEALTH - NEW YORK STATE

1. Western New York Regional Office:

Jean Sadowy – Child and Family Field Coordinator
Nancy Craig – Parent Advisor

Western New York Field Office
Child & Family Field Coordinator
737 Delaware Avenue
Suite 200
Buffalo, NY 14209
(716) 533-4075

2. New York State Office of Mental Health

44 Holland Avenue
Albany, New York 12229
1-800-597-8481 (toll-free)

3. NYS Justice Center for the Protection of People with Special Needs

161 Delaware Avenue
Delmar, New York 12054-1310
Report Abuse: 1-855-373-2122 (staffed 24 hours a day, 7 days a week)

CONCLUSION

BVS considers your family a VITAL PARTNER in this program. Our goal is to provide a healthy and productive experience for yourself and your child and one that will enhance your child's skills and abilities in becoming a positive young adult able to contribute to his/her community.

We encourage you to keep this book for reference as the next section contains pages for notes as well as important phone numbers for you.

BAKER VICTORY SERVICES

IMPORTANT CONTACT PHONE NUMBERS

Your child's cottage unit: _____

Hall phone number: _____

Staff office number: _____

Your child's Primary Therapist: _____

Cottage Director's phone number: _____

Cottage Manager: _____

Psychologist's phone number: _____

Psychiatrist's phone number: _____

Unit Nurse phone number: _____

Family Advocate's phone number: _____

Department Director: _____

Division Administrator: _____

Additional Notes:

