

*Whitehall Psychiatric Residential Treatment
Facility Handbook*



Table of Contents

INTRODUCTION	4
MISSION STATEMENT	4
WHITEHALL PRTF CORE VALUES	4
YOUTHS' RIGHTS.....	5
PHASE SYSTEMS.....	6
SUBSTANCE USE (SU) PRTF	6
YOUTH WHO SEXUALLY HARM (YSH) PRTF.....	6
PROGRAM EXPECTATIONS	6
NON-AGGRESSION POLICY	6
FAMILY INVOLVEMENT	7
VISITATION AND PHONE CONTACT	7
ON CAMPUS:	7
OFF CAMPUS/HOME VISITS -OVERNIGHTS:	7
PHONE CONTACTS	8
WHITEHALL BEHAVIORAL EXPECTATIONS	8
RESPECT YOURSELF AND OTHERS	8
PERSONAL SPACE AND BOUNDARIES	8
RESPONSIBILITIES	8
EXPECTATIONS FOR ALL GROUP SESSIONS	9
PROPERTY DAMAGE.....	9
UNAUTHORIZED POSSESSIONS	9
DRESS CODE/POSSESSIONS	10
STATUSES FOR MAJOR BEHAVIOR PROBLEMS.....	10
THERAPEUTIC STUDY STATUS.....	11
LOSS OF PRIVILEGES.....	11
PHASE FREEZE	12
TREATMENT REFOCUS	13
COMMUNITY RESTRICTION	14
PEER BOUNDARIES	14
BEHAVIORAL OBSERVATIONS	14
10-MINUTE SAFETY CHECKS.....	15
1:1 SUPERVISION	15
RUN RISK PRECAUTION.....	16
SCORES	17
THERAPEUTIC SCORE	17

COTTAGE SCORE	17
SCHOOL SCORE.....	17
ADDITIONAL INFORMATION.....	18
RECREATIONAL THERAPY	18
MEDICATION	18
THERAPEUTIC CHORES	18
ROOM CARE	18
ALLOWANCES	19
YOUTH ACCOUNTS	19
YOUTH’S PERSONAL FOOD AND BEVERAGES	19
INCENTIVES.....	20 &21

INTRODUCTION

The Whitehall Psychiatric Residential Treatment Facility (PRTF) *Time for Change Handbook* was developed to provide general guidelines about Whitehall's policies and procedures for you and your family. It is a guide to help you become familiar with the rules, expectations, and the privileges earned at Whitehall. The *Time for Change Handbook* is a product of over 25 years of experience working with youth with similar problems and reflects the values closely held by Whitehall staff. All employees working at Whitehall want you to be successful. We not only want you to complete the program successfully, but also to go on to have meaningful relationships and lead healthy, successful lives. We will do everything possible to create a safe environment where changes can take place. Your responsibility is to become familiar with the information in this Handbook, follow the rules and expectations, and work to become the best version of you. Working together, we can create the very best *Time for Change*!

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MISSION STATEMENT

Whitehall PRTF seeks to rebuild families and re-engage youth safely back into their communities.

WHITEHALL PRTF CORE VALUES

- Teamwork
- Innovation
- Commitment
- Diversity
- Integrity
- Trust
- Persistence
- Transparency
- Making a difference

YOUTH'S RIGHTS

1. You have the right to receive care in a dignity-preserving, safe environment, free from all forms of abuse, neglect, harassment, or mistreatment, including misappropriation of your money and personal property.
2. You have the right to be informed prior to or at the time of admission or during stay at facility of charges for care, treatment, or related charges.
3. You have the right to be informed in advance about care and treatment and any changes in care and treatment that may affect your well-being.
4. You have the right to be free of physical punishment
5. You have the right to be free of involuntary treatment unless you have been involuntarily committed by appropriate court order.
6. You have the right to make decisions about your care, including the right to refuse treatment. If you do refuse treatment, your refusal may be overruled.
7. If you are a voluntary admission-and refuse treatment, the facility may discharge you. The program will provide a mechanism to ensure that you and your family are involved in care decisions.
8. You have the right to be free from arbitrary transfer or discharge.
9. You have the right to receive considerate, respectful, and compassionate care regardless of race, religion, disability, national origin, age, sexual orientation, culture, or personal values/beliefs.
10. You may have things you need for personal care, recreation, or other personal needs. The program will take away items that are not permitted on State property or considered contraband. The program may also forbid items which are too large or too valuable for reasonable storage.
11. You may send and receive mail without anyone reading it first. You may talk in private to other people, either face-to-face or by telephone, who are on your approved contact list.
12. You have the right to receive visitors as long as this does not infringe upon the rights and safety of other youth and is consistent with your individualized service plan.
13. You may make decisions for yourself unless someone else has been legally appointed to do so.
14. You have the right to participate in ethical questions that arise during your stay at Whitehall.
15. You have the right to be free from restraint and seclusion. Restraint and seclusion will only be used to keep you or others safe from harm.
16. All records about your care will be private. Only persons involved in your treatment are permitted to read your record. Your legal guardian must give permission for anyone else to see your record. You have the right to review your record if it is determined to be appropriate by your Treatment Team and attending Physician.
17. You have the right to examine results of the most recent survey of the facility conducted by representatives of the Department of Health and Human Services.
18. The Whitehall program includes cleaning your room, attending school on campus, job training, volunteer activities, or going to therapy and therapeutic activities.
19. You will be given the opportunity for religious worship.
20. The staff will help you vote the way you wish.
21. You have the right to make a written or verbal complaint. This must be done within 30 days for the wrong you are complaining. You get forms for making complaints in the holder by the locked box. Put the completed forms in the box. Verbal complaints may be made by talking with the Facility Administrator or Program Manager.
22. You have the right to a clinical assessment of your nutritional needs/risks and to expect drug/food interactions to be evaluated in a timely manner.
23. Non-retaliation. You have the right to be free from retaliation in reporting or alleging, abuse of

- any kind including sexual abuse, sexual assault, or rape.
24. You have the right to access educational services through high school.
25. You have the right to appropriate community activities as safety and security considerations allow.

PHASE SYSTEMS

SUBSTANCE USE (SU) PRTF

- Orientation: learning of rules, program expectations, and completing assessments
- Phase I: social control, behavior management, problem ownership
- Phase II: digging deeper into underlying problems or correlated impacts
- Phase III: intense planning for transition, discharge planning

YOUTH WHO SEXUALLY HARM (YSH) PRTF

- Orientation: Assessment and learning rules and expectations.
- Phase I: Introduction to Treatment focuses on basic concepts and terms
- Phase II: Understanding Yourself focuses on understanding emotions, behaviors and thinking errors
- Phase III: Understanding Dysfunctional Behavior identifies behavioral cycles and identifies safe behaviors
- Phase IV: Hitting the Target: Making Change Permanent addresses empathy, victim awareness and healthy relationships

PROGRAM EXPECTATIONS

NON-AGGRESSION POLICY

Whitehall strives to provide a safe place to receive treatment, learn, and heal. That means there are expectations of all youth participating in the program. These expectations include creating and keeping the campus an aggression-free environment. It is difficult to work on treatment issues when either verbal or physical aggression is occurring. Examples of aggressive behaviors that will result in consequences include, but are not limited, to the following:

- Any threat of harm to others
- Bullying and taunting others
- Spitting
- Hitting, punching, kicking, slapping, biting, pinching others
- Throwing objects
- Hitting someone with an object
- Self-harm including kicking or punching walls
- Making sexually threatening statements
- Attempting to sexually entice peers or staff
- Using mood altering substances and/or providing to others
- Engaging in sexual activity with peers

FAMILY INVOLVEMENT

We believe treatment should be provided within the context of the youth's family. Whenever possible, it is expected that the family and the youth are actively involved in the treatment process. At a minimum, family therapy occurs one time per week, in person, via the internet, or by phone. The family is encouraged to visit as often as possible within the following guidelines. Youth are encouraged to call family each evening.

After the youth advances in treatment and the youth and family have made sufficient progress in treatment, they may request family outings in the community. The family outings are approved by the treatment team, must have a therapeutic goal and the youth is required to have a safety plan that the youth and his family are expected to follow. Before a request for a family outing is considered by the treatment team, it is necessary for the family to be supportive and engaged in treatment. This includes participating in family therapy sessions in order to qualify for a therapeutic family outing. Other requirements include having advanced to Phase II of treatment and having a treatment team approved safety plan for family outings.

VISITATION AND PHONE CONTACT

ON CAMPUS:

On campus visitation times are available Monday through Sunday and are arranged through a Whitehall Administrative Assistant. The Assistant's contact information is provided during the intake process. Family is encouraged to plan visits around school hours (i.e., 8:00 a.m. - 3:00 p.m. Monday through Friday), however exceptions are considered by the Treatment Team. On campus visits are supervised and visitors must be on the youth's approved Contact List. Staff may ask for picture identification. A full list of guidelines related to *On Campus* visits can be found in DHHS WH SOP on Visitation Procedure SOP #2293.

OFF CAMPUS/HOME VISITS -OVERNIGHTS:

Once a youth has advanced in treatment, off grounds visits with families are encouraged. The youth must have advanced to Phase II for the SU program and Phase III for the YSH program to be eligible for an off-campus visit. All off-ground visits are coordinated through a Whitehall Administrative Assistant and must be approved by the Treatment Team, Probation, and the youth's guardian. Requests for off campus visits must be received by the Whitehall Administrative Assistant by noon, the Monday before the visit is planned. Requests for off-campus visits are discussed and either approved or denied by the Treatment Team on Tuesday afternoons during treatment plan reviews. Before a request for a family off-campus visit is considered by the Treatment Team; it is expected that the family be supportive and engaged in treatment. This includes consistently participating in family therapy sessions. If the family fails to engage in therapy and is not supportive, a request for an Off Campus/Home Visit may be denied. A complete list of guidelines related to off campus visits can be found on DHHS WH Policy on Community Safety: Off-Grounds Activities POL #306.

Home Visits-Overnights are allowed once the youth has advanced to the final phase of treatment (Phase III for SU program and Phase IV for YSH program). These visits provide an

opportunity for the youth and families to utilize the skills taught in the respective Whitehall Programs. Additional factors are considered for youth in the YSH program such as the safety and security of others in the home. If at any time prior to the scheduled Home/Overnight visit, a youth's behaviors at Whitehall are deemed a safety risk, the visit may be cancelled. Families will be contacted as soon as possible and the reason for the cancellation will be explained.

PHONE CONTACTS

- Each youth will have an approved contact list that will include phone calls, mail, and visitation. The youth's therapist, probation officer, DHHS case manager, and/or legal guardian will approve all contacts.
- The youth's therapist will keep the treatment team updated on the approved contact list.
- Youth have a right to make calls to their attorney, legal guardian, probation officer or case manager.
- To ensure the youth are speaking to people approved, staff will dial the phone number from the approved phone list. Staff remain in the general area during the call so that the youth does not call anyone else. Youth are required to use the "corded" phone. Only in special circumstances will phone calls be directly supervised by staff and the treatment team and the probation officer, DHHS case manager and/or guardian will determine when it is necessary. All calls, incoming and outgoing, will be documented by staff in the youth contact book.

WHITEHALL BEHAVIORAL EXPECTATIONS

RESPECT YOURSELF AND OTHERS

- Use appropriate language (no cursing, no references to sexual behaviors, drug use, threats of violence, or gang related jargon).
- Express emotions appropriately (no yelling, put downs, threats or intimidation).

PERSONAL SPACE AND BOUNDARIES

- Respect the physical boundaries of others. Horseplay is not allowed in the program, including cottages, campus and community settings.
- Respect others property: Lending, giving, trading, buying, selling, deal making, bartering, gambling, or borrowing are not allowed in the program.
- Respect program property.
- Allow others privacy while using the phone, seeing visitors, talking to staff, etc.

RESPONSIBILITIES

- Be assertive and not aggressive with peers and staff.
- Stay in your assigned area.
- Follow your schedule and staff direction.
- Participate in school, groups, and activities.
- Learn and use positive social skills.
- Use good hygiene including daily showers, oral care, and hand washing.
- Youth must wear shoes and clean clothes daily.

- Rooms and living areas are to be kept clean and orderly.
- Youth must always follow the Whitehall dress code (Pg.10).
- Underclothing must be covered.
- Meals and snacks are to be eaten in the dining areas. Only one cup of water is allowed at night in youth's bedrooms.
- Youth possessions will be assessed for safety and therapeutic value prior to bringing into the program.
- School and therapy assignments must be done completely and on time.

EXPECTATIONS FOR ALL GROUP SESSIONS

- Attend every group session.
- Arrive for group sessions prepared.
- Listen carefully and respectfully to the group facilitators and peers.
- Be supportive of your peers. If you disagree with someone, be polite when you speak to him. Do not attack people personally.
- Do not talk about peers' personal information outside group. Group members must be able to trust one another if they are to feel comfortable sharing their thoughts.
- Think about what you read and about what the group facilitators and other youth say.
- Ask questions when you do not understand something.
- Participate in group discussions.
- Do not dominate the conversation. Allow time for peers to participate.
- Be honest.
- After the session is over, think about what you learned and try to apply it to your thinking and behaviors.
- Work on workbooks and other assignments that your therapist gives you.

PROPERTY DAMAGE

- Any destruction of property, state or private, will result in monetary or in-kind restitution. A personal apology will be given to the person whose property is damaged. In the case of state property, the apology would be made to a campus supervisor.
- Property damage may be paid for through youth's account, allowance, or community service. When property destruction occurs, youth will be held accountable for the destruction, and parents or guardians will be contacted. Property damage may result in contact with law enforcement and a citation.

UNAUTHORIZED POSSESSIONS

Person and property searches are part of the Whitehall Psychiatric Residential Treatment Program. The objective of searches is to maintain the safety and security of the environment. Room searches will be done at least monthly or more frequently as needed. Pat searches will be done per staff discretion. Searches may include all possessions in the living area and on the youth. Any dangerous or unauthorized possessions will be disposed of and not returned. The Facility Administrator or Program Manager or designee will contact legal authorities when appropriate.

DRESS CODE/POSSESSIONS

- No jewelry is allowed unless specific approval is requested and made for religious reasons.
- Youth's hair must be kept clean and will be styled such that it does not draw undue attention.
- Tank tops may only be worn during recreational activities. Tank tops worn as undergarments cannot be worn as outer clothing.
- No pant-sagging allowed. Belts must be worn with pants with belt loops.
- A youth may be restricted from wearing steel toe shoes or boots, or other footwear based on safety considerations.
- Youth must wear shoes at all times.
- No bandanas or do-rags allowed. Do-rags will be allowed only at bedtime. Hats appropriate to weather conditions may be worn outdoors. Appropriate baseball style hats can also be worn outside but must be worn with the brim facing forward, not backwards or tipped to the side.
- No body piercing or tattooing will be allowed while youth are in treatment.
- No artificial or painted fingernails will be permitted.
- Youth cannot have personal handheld video game systems with Wi-Fi or Bluetooth capabilities.
- Movies must have a rating of PG-13 unless approved by administration or the Treatment Team
- Undergarments must be worn, but not visible.
- No inappropriate slogans, words or pictures will be allowed. This includes, but is not limited to swear words, sexually explicit material or gang affiliation language or images.
- Belongings may only be donated with parent and/or guardian permission to authorized locations. Youth cannot give any items to another youth.
- No aerosols will be allowed among a youth's possessions.
- No alcohol-based substances will be allowed.
- Youth are not allowed to wear sunglasses.

STATUSES FOR MAJOR BEHAVIOR PROBLEMS

Cottage Staff document youths' location, activity, mood, and behavior every 30 minutes in each youth's Personal Treatment Record (PTR). Behavior problems are described in this document along with any consequences. Consequences for problematic behavior can range from receiving an Unmet to losing all privileges, being placed on Phase Freeze or Treatment Refocus. Each behavioral status comes with expectations of staff and the youth. Once a status has been given staff members focus on teaching alternative behavioral controls. More serious consequences result in additional therapeutic assignments which are assigned by the youth's Case Manager. These projects focus on learning to challenge maladaptive thinking and behaviors.

The decision to place a youth on a status depends on the seriousness of the behavior or if the youth has demonstrated a consistent pattern of problematic behavior. Unmet, Early BedTime (EBT), Therapeutic Study Status, and Loss of Privileges (LOP) result when youth violate minor rules such as being off task or being disrespectful to staff or peers. Staff contact the Shift Supervisor and/or the Manager

on Call (MOC) prior to assigning more restrictive statuses such as Phase Freeze or Treatment Refocus. Nursing is contacted immediately if a status is a result of safety concerns and the facility Psychiatrist is then notified by Nursing. The Shift Supervisor will email a brief behavioral description to all Whitehall staff in the daily *Shift Report*, and all Administrative Staff and Shift Supervisors are notified via text.

THERAPEUTIC STUDY STATUS

Any youth found not completing his therapeutic assignments in a timely manner or having fallen behind on his assignments, may be placed on a Therapeutic Study Status. While in this status, youth must complete all therapeutic assignments before being allowed activity time or being allowed to attend any off-ground activities. The only exception would be off ground activities required by the Whitehall program (e.g. Therapeutic Recreation). Therapeutic assignments are defined as any assignments given by the Social Worker or therapists, assignments given in accordance with specific groups, and assignments given as teachings by staff due to the youth's negative behaviors. Youth can earn 15-minute breaks at supervisor's discretion.

The activities allowed during 15-minute breaks are:

- Board games, table games or puzzles
- Appropriate reading material
- Listening to music
- Drawing, writing or coloring
- Positively interacting with peers
- Spending some time in their bedroom

Once staff have verified that the youth has completed all requirements and expectations, any Youth Security Specialists, Supervisor or therapist can remove the youth from this status.

LOSS OF PRIVILEGES

Loss of privileges (LOP) can be used when a youth is not responding to repeated cues to follow facility policies and procedures or complete an assigned chore. LOP status is meant to be short in duration. Privileges can be lost from 7:00pm until bedtime Monday through Friday and on the weekends. Any staff member may take a youth off LOP once they have served their evening LOP. The person taking a youth off LOP needs to know what behavior got the youth on the status and the expectation for ending LOP. The staff members taking the youth off LOP will inform the youth and those working in the youth's cottage. If LOP lasts more than three consecutive days the youth's situation should receive additional attention during the change of shift discussion. Also, the therapist will meet with cottage staff and youth to problem solve and determine next steps.

LOP Status Restrictions:

- No television and/or video games
- No off-ground activities (except for Therapeutic Recreation and restitution)
- No spending or accessing personal money
- Cannot order food

- While on LOP, bedtime for youth in Phase O is 8:00pm. Youth on all Phases will be in bed by 8:30pm when on LOP.

PHASE FREEZE

A youth can be placed on Phase Freeze for displaying threatening or overt aggressive behavior towards peers or staff, or serious acts of treatment noncompliance. Phase Freeze may be necessary when youth are not responding to staff teachings, refusing to follow their safety plan or not following the expectations of LOP or lesser statuses. Any staff may place a youth on Phase Freeze, but will notify the Facility Administrator, Program Manager, on-call nurse, the youth's therapist, and Supervisors before the end of their shift. Staff will also send a brief behavioral description to all Whitehall staff when a youth is placed on this status. The youth's therapist or designee will assign projects for the youth to address the youth's disruptive behaviors.

Phase Freeze Restrictions:

The youth's personal possessions, with the exception of their clothes, and hygiene products will be removed from their rooms, or the youth will be required to move to an empty room. Exceptions can be made for items that are therapeutic for the youth to have; for example, reading material.

- The youth will not leave the unit without direct supervision and will be given an Assigned Direct Care Staff
- Visits will be supervised on campus
- The youth will be on Community Restriction
- The youth will not earn an allowance and will not be allowed to access his personal money
- The youth will not engage in any off unit recreational activities
- Youth will spend all Activity Time working on treatment issues and therapeutic assignments
- All privileges will be revoked

Activities allowed during 15-minute breaks:

- Board games, table games, or puzzles
- Appropriate reading materials

Activities not allowed during 15-minute breaks:

- No video games
- No watching T.V.
- No off-ground activities
- No purchasing snacks or pop
- No going into the living rooms to watch their peers play video games

Phase Freeze is a loss of most privileges for at least 72 hours along with the completion of additional therapeutic assignments. Therapeutic assignments (written and/or verbal) are assigned by the youth's therapist, Program Manager, or Facility Administrator. The staff member who placed the youth on Phase Freeze should be consulted when possible so that assignments can be geared towards mitigating the problematic behaviors. The youth's

therapist must review the assignment with the youth before making the decision to remove the Phase Freeze status. The youth will not be on any status after being taken off of Phase Freeze. For example, there would not be a lowering to LOP as a next step.

TREATMENT REFOCUS

When a youth displays repeated behavioral problems (failure to follow a program, sexual acting out, repeated acts of verbal or physical aggression, attempts to elope etc...), it is therapeutic to increase the amount of time the youth and staff spend together and to reexamine the treatment plan. Staff will contact the Facility Administrator, Program Manager, On-Call nurse and/or other supervisor to determine if criteria for Treatment Refocus are met. Staff will also send a brief behavioral description to all Whitehall staff when a youth is placed on this status. Any youth placed on Treatment Refocus is **expected to change into State Issued clothing** and will receive a Special Treatment Plan Review. The STPR will review/identify new approaches to use with the youth to address the behavioral problems that resulted in being placed on the status.

The youth will remain on Treatment Refocus until taken off the status by the treatment team, or once the youth has met the requirements set by the treatment team. During the period of

Treatment Refocus, the youth will be closely supervised by Youth Security Specialists while working on therapeutic assignments and treatment issues.

Treatment Refocus means that the following restrictions are in place:

- The youth's belongings, including their clothes but with the exception of their hygiene products, will be removed from their room or they will be required to move to an empty room. Exceptions can be made for items that are therapeutic for the youth.
- Youth will be on Community Restriction
- The youth will not leave the unit without direct supervision and will be given an Assigned Direct Care Staff
- Youth will not earn an allowance and will not be allowed to access his personal money
- Visits will be staff supervised on campus
- Youth will not engage in any off ground recreational activities
- Youth will spend all activity time working on treatment issues and therapeutic assignments
- All privileges are suspended

Activities allowed during 15-minute breaks:

- Board games, table games, or puzzles
- Appropriate reading materials

Activities not allowed during 15-minute breaks:

- No video games
- No watching T.V.
- No off-ground activities
- No purchasing snacks or pop
- No going into the living rooms to watch their peers playing video games

COMMUNITY RESTRICTION

All youth are placed on Community Restriction during their orientation phase of treatment. At the treatment team's discretion, a youth may be allowed to go off-grounds **WITH STAFF ONLY** in order to participate in staff directed off-ground activities. Team decisions about off-ground outings will take place the Tuesday before the outing is scheduled. Youth are allowed to go off-ground with family once they have earned Phase II (SU Program) or Phase III (YSH Program). However, if a youth's behavior indicates he may be unsafe in the community, he will be placed on Community Restriction after contacting Administration or the shift supervisor for approval. Staff will send an email to all Whitehall staff to provide a behavioral description and reason for the status. Reasons for being placed on Community Restriction can include both acts of high-risk behavior and/or failure to demonstrate safety, e.g. not participating adequately in treatment, failing to report high-risk situations, not maintaining appropriate boundaries or exhibiting aggression. A youth on Community Restriction will not be allowed to participate in activities occurring in the community, unless allowed by the treatment team in advance. An updated safety plan may or may not be needed. The treatment team will determine when a youth can come off Community Restriction.

PEER BOUNDARIES

When behavior between peers suggests an increased risk of sexual contact, physical aggression or other behaviors that could lead to deviant or antisocial actions, the identified youth can be placed on Peer Boundaries. While on this status the identified youth will comply with directions from staff and not engage in verbal or physical contact. The identified youth are allowed to have limited/supervised interactions during therapeutic activities; however, these interactions will be interrupted by staff if the peers engage in unwanted behaviors (e.g., antagonizing each other).

BEHAVIORAL OBSERVATIONS

All youth are placed on Behavioral Observations for at least 72 hours when admitted to the facility. Youth can also be placed on Behavioral Observations when the youth's behavior is out-of-the ordinary suggesting that the youth may be considering self-harm, acting out sexually, or planning to harm others. Behavioral Observations can be used when the youth is continually violating boundaries of staff or peers. Any staff member may initiate Behavioral Observations Status after consulting with the Shift Supervisor and/or the MOC. The nurse-on-call is immediately contacted so that an order can be obtained from the Whitehall Psychiatrist. Staff members will conduct 10-minute checks for the duration of the status. The youth is assessed daily by the nurse and a mental health therapist. At the recommendation of the nurse and the therapist, the Treatment Team makes the decision to remove the youth from Behavioral Observations.

Behavioral Observation Status means the following restrictions are in place:

- No television and/or video games
- No off-Grounds activities (except for Therapeutic Recreation and restitution)
- No spending or accessing personal money
- Not eligible to check out compact discs and/or tapes
- Cannot order food

10-MINUTE SAFETY CHECKS

If a youth's behaviors suggest there is an immediate threat of self-harm or physical aggression directed at others or property; the youth can be placed on 10- minute safety checks. When staff believe that a youth is exhibiting behavior that would warrant being placed on Safety Checks, the Shift Supervisor and/or the MOC is contacted and the On-Call Nurse is contacted. The nurse will assess the situation and notify the program psychiatrist who then issues the appropriate order. The youth is immediately moved into a Safety Room that is void of objects and furniture to reduce the likelihood of self-harm. If the Safety Room is not available, all personal items are removed from the youth's room and the closet is locked.

Youth placed on 10-minute safety checks must change into State Issued clothing (e.g., sweatpants). The youth must be observed at least every 10 minutes on all shifts and staff document the whereabouts, behaviors, and mood of the youth on the PTR Staff also provide a signature on the 10 Minute Check Sheet. The youth's behaviors are also documented in the Staff Communication Log every shift. The youth is assessed every 24 hours by a nurse and therapist. The youth can be taken off of 10-minute safety checks by the Treatment Team at the recommendation of the nurse. The Shift Supervisor will include a brief description of the safety concerns in the Shift Report.

1:1 SUPERVISION

When a youth presents as a risk to either themselves or others, it may be necessary to increase supervision by placing the youth on a 1: 1 Supervision. If staff believe that a youth is exhibiting behaviors that would warrant 1: 1 Supervision the Shift Supervisor and/or the MOC are alerted and the On-Call Nurse is immediately contacted. It will be the responsibility of the On-Call Nurse in consultation with the psychiatrist to determine if 1: 1 Supervision is appropriate. If placed on 1: 1, the youth is immediately moved into a Safety Room that is void of objects and furniture to reduce the likelihood of self-harm. If the Safety Room is not available, all personal items are removed from the youth's room and the closet is locked. Youth placed on 1: 1 supervision must change into State Issued clothing (e.g., sweatpants). While on a 1:1, youth will be under the direct supervision, (i.e., within arm's length) of an assigned staff at all times, including when using the bathroom. During sleep hours, staff remain at the open door of the youth's room at all times. The staff assigned to the youth will be responsible for documenting the youth's location, behavior, and mood in the PTR and the staff Communication Log. After consultation with the psychiatrist, nursing will communicate with the MOC and the Facility Administrator to determine if more restrictive interventions are necessary, such as inpatient hospital care and/or police involvement. While on 1: 1 Supervision, the youth is assessed every 24 hours by the nurse and a therapist. The youth can be taken off 1: 1 Supervision by the Treatment Team at the recommendation of the nurse and therapist. The Shift Supervisor will include a brief description of the safety concerns exhibited by the youth in the Shift Report.

Reasons for placing a youth on 1:1 Supervision include, but are not limited to:

- Repeated aggressive behavior
- Self-harming
- Threats of self-harm or harm to others
- Elopement or threats of elopement

1:1 Supervision Restrictions:

- Youth must be within arm's reach of their assigned staff at all times, including when using the bathroom.
- 10-minute checks are completed and documented.
- Youth is placed on Community Restriction.
- Youth is moved to the closest room available to the staff office.
- All requests by the youth will be directed to their assigned staff only.
- The staff assigned will be responsible for the documentation and charting of the youth.
- Youth will only be allowed to use the large bathroom.
- A Special Treatment Plan Review will be conducted within 1 business day of the implementation of this status.

RUN RISK PRECAUTION

When a youth exhibits behaviors or openly talks about eloping from the Whitehall facility, the Shift Supervisor or MOC and the On-Call Nurse are contacted. Nursing will assess the youth and in consultation the MOC, the Clinical Program Manager, and the psychiatrist, will determine if the youth should be placed on Run Risk Precaution. The following restrictions are put in place and followed as long as the youth is believed to be at risk to elope from the facility. The youth will be taken off Run Risk Precaution status by the Treatment Team at the recommendation of Nursing and the youth's therapist.

While on this precaution, a number of restrictions are put into place. These restrictions include, but are not limited to:

- The youth's clothes and shoes will be confiscated, and **he will be given State Issued clothing including slippers or shoes without laces and sweatshirt and sweatpants.**
- Staff will document on the youth's PTR a description of the youth's behaviors, and mood.
- With the exception of hygiene products, the youth's belongings, including their clothes, will be removed from their room.
- Community Restriction
- Youth will move to a room closer to the staff office to increase supervision.
- Depending upon the circumstances, the youth's contact list and phone calls may be restricted with the exception of calls to the youth's attorney and probation officer.
- If a youth leaves Whitehall Campus without permission, it is Whitehall's policy that the assigned 1: 1 staff and other available staff follow the youth, without physically intervening, unless he poses a threat to himself or the community. Keeping them in sight at all times if possible.
- If the youth leaves Whitehall Campus, the Lincoln Police Department is immediately notified and provided a full description of the youth.

SCORES

All youth advance through the program based on their motivation for change as is reflected in their therapeutic work and their willingness to follow all Whitehall rules and expectations. Youth are objectively evaluated every 30 days based on a Therapeutic Score and on a Cottage Score as well as School score. Youth must be meeting predetermined score goals in both areas in order to advance in Phases.

THERAPEUTIC SCORE

An equally important component of treatment are the Staff's ratings of each youth's behaviors during therapeutic sessions. The *Garcia Scales* were adapted at Whitehall to evaluate each youth's behavior, participation, and homework during therapeutic sessions (i.e., therapeutic groups and individual sessions). Youth are scored on a 0-to-10-point Likert type scale and scores are averaged across the three areas resulting in an overall monthly average. These scores reflect the youth's effort and motivation for treatment and go hand in hand with the Personal Teaching Record. All youth are expected to earn at least a 90% in therapeutic activities averaged over 30 days.

- **Participation:** A score of 10 reflects the youth actively participated, made appropriate comments and questions, and was overall engaged. A score of 0 indicates that the youth did not attend, was asked to leave the group or left without asking to do so.
- **Homework and Preparedness:** A score of 10 indicates the youth came well prepared and homework was completed in a thoughtful manner. 0 indicates the youth did not complete the assignment or did not bring the assignment.
- **Behavior:** A 10 on the behavior scale indicates the youth fully complied with the group rules throughout the session. A 0 indicates the youth did not attend or left the group or was asked to leave due to negative behaviors.

COTTAGE SCORE

All youth are expected to follow Whitehall's rules and expectations. When youth fail to do so, they can earn a *Teaching Moment*. Staff are expected to monitor youth at all times looking for opportunities to reinforce good behaviors and also to provide feedback with a Teaching Moment when unacceptable behavior is observed. Staff have some discretion when giving a *Teaching Moment*. For example, they may cue the youth first and explain the rule being violated if the youth has recently been admitted. The number of *Teaching Moments* are recorded daily in the Personal Teaching Record (PTR) for each youth, and a Cottage Score is calculated. If a youth is placed on a status, these violations weigh heavier and negatively impact the Cottage Score. A 30-day average is calculated and reviewed during each youth's Treatment Plan Review.

SCHOOL SCORE

All youth are expected to participate appropriately and follow all rules and expectations set forth in the classroom. Behavior/Participation plays a big part in the score you receive for the day. If you are not behaving appropriately, or completing your designated individualized classwork, your scores will reflect that.

- **Behavior:** A 10 on the behavior scale indicates the youth fully complied with the school rules throughout the session. A 0 indicates the youth did not attend or left the

classroom or was asked to leave due to negative behaviors. If a youth has an excused absence from class, they will still receive a 10 for the session.

ADDITIONAL INFORMATION

RECREATIONAL THERAPY

Recreation therapies focus on teaching youth valuable life skills through leisure experiences. Both individual and group opportunities are available. Youth are taken into the community to practice social control.

MEDICATION

It is important that the youth know and understand their medications. If the youth take medication, they are administered the medications by a Medication Aide or nurse. The Direct Care Staff are trained as Medication Aides. The registered nurse teaches the youth about the medication, including the classification, effects and possible side effects of the medication. Each youth is encouraged to inform a staff member if he or she feels they might be experiencing any side effects. The youth are seen and assessed twice a month by their psychiatrist.

THERAPEUTIC CHORES

Youth are encouraged and supported in the development of good work habits and an awareness of the conditions of their surroundings. The ability to work cooperatively with others is encouraged. Youth are responsible for the cleanliness and care of their own rooms, clothing and possessions and share the responsibility in maintaining clean and organized common living areas.

Procedures:

- Therapeutic chores will be assigned to each youth and will be rotated on a regular basis every week.
- Therapeutic chores will be done daily as scheduled. This includes bedrooms and living areas.
- Deep cleaning is completed on Saturdays.
- Specific expectations regarding therapeutic chores are listed in the units and are available to the youth.

ROOM CARE

Youth are expected to keep their room clean. If a youth fails to keep their room clean, staff will determine a therapeutic course of action. The requirements are as follows:

- All surfaces must be kept clear of dust and clutter.
- Clean clothes must be hung up or folded.
- Dirty clothes must be kept in the laundry hamper.
- Each youth is assigned a weekly laundry day to do their own laundry
- Floors are to be kept clean of trash and vacuumed.
- Trash cans are to be kept clean with new bags when trash is taken out.
- Hygiene items are to be kept in the youth's hygiene box.

- No food or beverages are allowed in a youth's room unless on sick bed or approved by the nurse or treatment team. One Styrofoam cup of water is allowed.
- Nothing is to be on the wall/shelves within 18 inches of the ceiling.
- Rooms should not smell offensive.
- All fire exits are to remain unblocked.
- Nothing should be placed in front of the vents.
- No contraband or inappropriate items will be kept in a youth's room.

ALLOWANCES

All youth will be given an opportunity to earn weekly allowances. The amount of the allowance is phase specific and is as follows:

YSU PRTF	SU PRTF
▪ Phase 0 \$1.00 per week	Phase 0 \$1.00 per week
▪ Phase 1 \$2.00 per week	Phase 1 \$2.00 per week
▪ Phase 2 \$3.00 per week	Phase 2 \$3.00 per week
▪ Phase 3 \$4.00 per week	Phase 3 \$5.00 per week
▪ Phase 4 \$5.00 per week	

To earn their full allowance, youth must meet certain criteria for the preceding week. It is the youth's responsibility to ask staff to check off these criteria daily. The criteria are:

- Complete daily room care expectations
- Complete daily chores
- Complete weekly deep cleans (both room and chore)

Youth who meet these criteria 4-6 days of the preceding week will only receive ½ of their allowance. The youth will not receive an allowance if the following occurred: youth did not meet the criteria 3 days or less, were placed on Phase Freeze or Treatment Refocus at any time during the preceding week, or the youth was on a Run Risk Precaution. Any youth making payments for restitution will use their allowance for this purpose.

YOUTH ACCOUNTS

All youth will have an account set up with the LRC Patient Accounts upon admission. To access their account youth must fill out a withdrawal slip. All Whitehall money transactions with Patient Accounts will occur on Thursdays. After a youth's money is withdrawn, it will be placed in a ledger envelope and stored in a locked box in the supervisor's office up to \$20 in the lock box. Youth will have access to their money at the time for which the approved withdrawal was made. All other money received by the youth (e.g. Allowance, money from family, etc.) will be deposited into Patient Accounts.

YOUTH'S PERSONAL FOOD AND BEVERAGES

The Whitehall Program is family centered and recognizes that families like to provide personal food and beverages for their youth. In order to provide this opportunity, the following guidelines shall be used:

- Families shall only provide single servings of food or beverages for their youth.

- All food or beverage leftovers shall be returned to the family at the end of the visit and removed from the campus.
- Families shall not provide food or beverages to other youth in the Whitehall Program.
- Youth also have an opportunity to purchase their own food and beverages once they reach a specific phase.
- Whitehall program guidelines for youth purchases or orders of foods/beverages outside the program are:
 - Youth can only purchase or order a single serving of a food or beverage item. The purchasing of bulk items is prohibited.
 - Youth will not share any food or beverage items with any other youth in the Whitehall Program or with staff.
 - Youth shall not bring back any food or beverages purchased on an off-ground or a home visit.

INCENTIVES

Much of this Handbook was written to educate youth and their families about the rules, expectations, and consequences associated with treatment at Whitehall. Perhaps equally important are the activities built into both programs which provide opportunities for normal or typical teenage life. Additionally, small rewards for a job well done are critical for reinforcing appropriate behaviors. These fun activities and rewards are therapeutic for youth who have histories of engaging in alcohol or substance use, criminal activity, excessive video gaming, or sexual activity as a way to fit in or to cope. Youth learn how to enjoy leisure time in a safe environment without being under the influence of substances or engaged in high-risk behaviors. The following normal teen activities are thought to enhance the change process.

- Youth are allowed to stay up late to watch special events on TV such as football games, New Year's Eve celebrations, or an anticipated movie or TV show.
- Provided youth have consistently exhibited social control, they are allowed to participate in staff directed outings such as seeing a movie in a local theater or bowling in a nearby bowling alley or even laser tag.
- Each summer during the school break, Administration with the assistance of TREC, plans a “summer fun day”. Inflatable water structures, staff dunking tank, and other outdoor games are planned for the entire day. Additionally, youth are served hot dogs and hamburgers and other treats throughout the day.
- In an attempt to make sessions as comfortable as possible for youth suffering from trauma related symptoms, therapists often offer youth snacks or small items to physically manipulate with their hands during sessions to help the youth stay grounded and focused.
- Youth who are in treatment over the Winter Holiday season, make a gift list and if financially feasible, they each receive most items on their list.

- Each fall, T-Rec organizes a youth against staff flag football game, and all staff are encouraged to cheer for their favorite team. (Most often the youth receive the most cheers.)
- A birthday celebration is planned for each youth's birthday.
- Youth get to plan their favorite meal to share with their peers the night before they are **successfully** discharged.
- Staff frequently provide impromptu pizza or taco meals for all youth regardless of their Phase in treatment.
- Wombucks: All staff are encouraged to give youth Wombucks (Whitehall's version of Monopoly money) when they observe the youth displaying appropriate behaviors. Youth can spend their Wombucks at the Wombucks store, or at the school's Wombucks store. Items such as snacks or Chapstick, etc. are available for purchase with Wombucks.
- The Raffle: Youth are asked to fill out feedback sheets for each group session describing the topic discussed and whether the discussion was beneficial to the youth. The feedback sheets then become raffle sheets. Each week a raffle sheet is randomly selected from each living unit and the winners receive a variety of rewards provided they have earned their expected scores. The following is a list of possible raffle items/activities:
 - giant candy bar
 - extra time to play a favorite video game
 - a walk to the local convenience store to purchase snacks with 2 favorite staff.
 - be excused from chores for one week
 - excused from a psychoeducational group for one session
 - allowed to stay up later each night for one week
 - allowed to order out food from a local restaurant
 - allowed to select two staff members and go off grounds to a restaurant of their choice
 - other activities and items are offered as funding allows.

FINAL THOUGHTS

Becoming familiar with the information in this Handbook is the first step in committing to treatment and the change process. The Whitehall Handbook is not an exhaustive list of every policy or procedure or rule you and your family are expected to follow. Nor does it include every possible incentive you can earn. This Handbook does include the most essential information you and your family will need as you navigate through this Time for Change.

Closing Thought or New Beginning. You get to decide!

*Today is your first opportunity to build the
tomorrow you want.*