



# PINEY RIDGE

## CENTER

Resident Handbook  
1000 Hospital Rd  
Waynesville, MO 65583

Welcome to Piney Ridge Center! We hope that your time in our facility is spent learning the therapeutic skills necessary to re-integrate you back into the community. Our goal is to provide you with a safe environment that is able to help you cope, learn about and overcome your areas of treatment focus.

While at the facility, it is important to remember that your behavior determines your opportunities. We are here to guide you, however the decision to change ultimately lies within you. If you choose to walk the path with us, the journey will be challenging, but exciting and full of rewards.

If you begin to feel as if you need additional supports to help you thru this process, or you have a suggestion to make your experience here a better one, please feel free to contact me.

LET THE JOURNEY BEGIN ☺

Rachel Sanchez, MBA  
Executive Director

## People I Should Know

1. Psychiatrist Edward F. Malewski, M.D.
2. Primary Therapist \_\_\_\_\_
3. Case Manager \_\_\_\_\_
4. Primary Nurse \_\_\_\_\_
5. Primary Psychiatric Technician \_\_\_\_\_
6. Activity Therapist \_\_\_\_\_
7. Teacher \_\_\_\_\_
8. Substance Abuse Counselor  
(when applicable) \_\_\_\_\_
9. Clinical Director Ken Kuschel, MA, LPC
10. Director of Nursing Chris Basham, RN
11. Executive Director Rachel Sanchez, MBA

## **I. CLOTHING/PERSONAL BELONGINGS:**

Residents are responsible for their clothes or belongings they bring to Piney Ridge Center. It is recommended that expensive or valuable possessions be left at home. Whatever you bring must be permanently marked with your initials. Upon admission, you will have an inventory done of all your possessions. If you take items home or bring new items to the center from pass, they must be placed on or removed from the inventory. Residents are expected to wash their own clothes and will be provided with times to accomplish this chore. The exception to this is on the pre-adolescent unit, staff will complete the laundry chore. **Piney Ridge Center will not be responsible for any lost or damaged personal belongings.**

Certain items may be brought to the center, but access will be controlled. These items include curling irons/hair dryers and cd players. These items are placed in individual storage containers and kept in a designated location to be checked out when needed.

The borrowing of clothes or personal possessions is not allowed. Again, we suggest that you make informed decisions regarding what items are brought to the facility as **Piney Ridge Center is not responsible for losses or damages incurred to any clothing/personal belongings.**

### **Clothing Allowed:**

Shoes (Tennis/soft soled)	2 pair
Slippers/Shower Shoes	1 pair
Socks	7 pair
Clothes	7 sets
White t-shirts must have a shirt worn over them	
Belt	1
Pajamas	2 pair
Sweats	2 sets
Coat/Jacket/Sweater	2 Sets
Underwear (NO thongs)	7 sets
*Bras if applicable (NO underwire)	2-3
Bathing Suit (one piece)	1

### **Personal Items:**

Toothbrush/Toothpaste  
Mouth Wash (may not contain alcohol)  
Brush/Comb  
Deodorant – non-aerosol  
Shampoo/Rinse (alcohol may not be in the first 5 ingredients)  
Feminine Hygiene Items  
Eyeglasses (no sunglasses)  
Contacts with Solution and Case

### **Optional Items:**

Hair Spray – non-aerosol  
Makeup (may not have any mirrors or mirrors must be removed)

Body/Hand Lotion  
Comforter and Pillow  
Twin Sheet Set  
Blow Dryer  
Cologne – Non-aerosol (may not be in a glass container)  
Jewelry (not expensive and studs only for ears)  
Three (3) stuffed animals  
One (1) appropriate poster for hanging in room  
Family pictures (not in glass or ceramic frames)  
Journal (no spiral notebooks)  
Books (must be approved by the therapist) \*Magazines are not allowed\*

## **II. Dress Code:**

Piney Ridge Center has developed a dress code for the residents who participate in our program. Each resident is expected to dress in an appropriate manner. Inappropriate clothing is not allowed. Clothing which promotes unhealthy lifestyles or prevents a person from meeting goals outlined in the treatment plan is not allowed.

Jewelry and earrings may be worn, once resident reaches level 3. Earrings are limited to studs and only one (1) per ear in any hole. No hoops or dangling earrings. Other body piercing such as nose, lip, eyebrow, tongue, etc. is not permitted while at Piney Ridge Center.

\*\*\*\*\*At no time is a resident allowed to self pierce him/herself, or reopen an existing pierce hole which has closed. Residents who arrive at Piney Ridge Center with tattoos must wear clothing which covers the tattoo if possible so as not drawing attention to the tattoo. For reasons of health and safety, at no time is a resident allowed to tattoo him/herself while at Piney Ridge Center.

Jackets that have a hood may be worn only outside and only during cold or rainy weather. Jackets are not permitted inside the facility. **Hoodies are not permitted at Piney Ridge Center**

Any clothing with holes or cuts, tight fitting or extremely baggy which must be held up with a belt, is not acceptable. Clothing (pants, shorts, dresses, shirts, etc.) can be no more than two (2) sizes larger than what would normally be considered properly fitting. Shorts must be within three (3) inches from the top of the knees.

Tank tops, crop tops, midriff shirts, and weight lifting shirts may not be worn

Blouses or dresses with low necklines, sun dresses, spaghetti-straps, halter-type, off the shoulder styles, see through styles, and skirts are not acceptable.

\*Religious consideration is given, however alterations may be requested such as, leggings required underneath skirts.

Shirts, pants, shorts, blouses, jackets, and T-shirts may not display or promote alcohol products, tobacco products, drugs or drug paraphernalia, any band, gang, subversive organization, or subculture.

All residents must have at least socks on their feet at all times. Shoes will be worn off the unit.

Spandex clothing and bandanas are not allowed.

No high heels, steel toe or heavy work boots will be permitted. House slippers, booties, shower shoes, and moccasins may not be worn in the dining hall. All shoes must be worn with socks.

Unmatched colored socks: black/red, blue/white, gray/yellow, or any other color combination is not acceptable. The right sock must match the left sock in color and style.

Hair should be clean and neatly groomed. Hairstyles and color should not be extreme. No shaving or Mohawk styles. Males must be clean-shaven at all times.

Non-compliance of the standards will result in the individual being requested to change their attire to the appropriate clothing and interventions will be assessed.

The Director of Nursing, YCC, Charge Nurse, or Administration will assess any questionable clothing for appropriateness. Any additions, deletions or changes will be coordinated through the Executive Leadership Committee with the final decision resting with the Management Team.

No underwire bras or thong underwear are allowed.

### **III. RIGHTS OF DEPARTMENT OF MENTAL HEALTH CONSUMERS**

#### **Patient's Rights-Limitations**

- 1.** Except as provided in subsection five (5) of this section, each person admitted to a residential facility or day program and each person admitted on a voluntary or involuntary basis to any mental health facility or mental health program where people are civilly detained pursuant to chapter 632, RSMo, except to the extent that the head of the residential facility or day program determines that it is inconsistent with the person's therapeutic care, treatment, habilitation or rehabilitation and the safety of other facility or program clients and public safety, shall be entitled to the following:
  - (1) To wear his own clothing and to keep and use his own personal possessions;
  - (2) To keep and be allowed to spend a reasonable sum of his own money for expenses and small purchases;
  - (3) To communicate via sealed mail or otherwise, with persons including agencies inside or outside the facility;
  - (4) To receive visitors of his own choosing at reasonable times;
  - (5) To have reasonable access to a telephone both to make and receive confidential calls;
  - (6) To have access to his mental and medical records;
  - (7) To have opportunities for physical exercise and outdoor recreation;
  - (8) To have reasonable, prompt access to current newspapers, magazines and radio and television programming.
- 2.** Any limitations imposed by the head of the residential facility or his/his designee on the exercise of the rights enumerated in subsection one (1) of this section by a patient, resident, or client and the reasons for such limitations shall be documented in his clinical record.
- 3.** Each patient, resident, or client shall have an absolute right to receive visits from his attorney, physician, or clergyman, in private at reasonable times.
- 4.** Notwithstanding any limitations authorized under this section on the right of communication, every patient, resident, or client shall be entitled to communicate by sealed mail with the department, his legal counsel and with the court, if any, which has jurisdiction over the person.
- 5.** Persons committed to a residential facility operated, funded or licensed by the department pursuant to section 552.040, RSMo, shall not be entitled to the rights enumerated in subdivisions (1), (3), and (5) of subsection one (1) of this section unless the head of the residential facility shall consider the safety of the public.

## **Patient's Entitlements-Administrative Review of Violations**

### **630.115**

Each patient, resident or client shall be entitled to the following without limitations:

- 1) To humane care and treatment;
- 2) To the extent that the facilities, equipment and personnel are available, to medical care and treatment in accordance with the highest standards accepted in medical practice;
- 3) To safe and sanitary housing;
- 4) To not participate in non-therapeutic labor;
- 5) To attend or not attend religious services;
- 6) To receive prompt evaluation, care, treatment, habilitation, or rehabilitation about which he/she is informed insofar as he/she is capable of understanding;
- 7) To be treated with dignity as a human being;
- 8) To not be the subject of experimental research without his/her prior written and informed consent or that of his/her parent, if a minor, or his/her guardian; except that no involuntary patient shall be subject to experimental research, except as provided within this chapter;
- 9) To decide not to participate or may withdraw from any research at any time for any reason;
- 10) To have access to consultation with a private physician at his/her own expense;
- 11) To be evaluated, treated, or habilitated in the least restrictive environment;
- 12) Not to be subjected to any hazardous treatment or surgical procedures unless he/she, the parent,(if he/she is a minor),or his/her guardian consents; or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction;
- 13) In the case of hazardous treatment or irreversible surgical procedures, to have, upon request , an impartial review prior to implementations, except in case of emergency procedures required for the preservation of life;
- 14) To a nourishing, well-balanced and varied diet
- 15) To be free from verbal and physical abuse.

2. Notwithstanding any other sections of this chapter, each patient, resident, or client shall have the right to an impartial administrative review of alleged violations of the rights assured under this chapter. The impartial administrative review process shall be a mechanism for:

- 1) Reporting alleged violations of rights assured under this chapter;
- 2) Investigating alleged violations of these rights;
- 3) Presenting patient, resident, or client grievances on the record to a neutral decision maker; and
- 4) Requiring that the neutral decision maker issue findings of fact, conclusions, and recommendations.
- 5) The impartial administrative review process shall be completed within a timely manner after the alleged violation is reported.

- 6) This impartial review process shall not apply to investigations of alleged patient, resident, or client abuse or neglect conducted pursuant to section 630.167.

### **Complaints & Grievances**

If you believe you (resident) have been or your child has been physically or verbally abused or neglected, you may file a complaint with the person in charge of your agency, facility, or unit. An investigation of your complaint will be initiated immediately.

If you believe any of these rights have been violated, you may file a grievance with the person in charge of your agency, facility, or unit. An impartial review of your grievance will be conducted.

In addition to filing a complaint or grievance with the person in charge of your agency, facility, or unit, you may mail a copy of your complaint or grievance to the client rights coordinator whose address is below:

Clients Rights Monitor  
Department of Mental Health  
P.O. Box 687  
Jefferson City, MO 65102  
1-800-364-9687

You may also direct your grievance or complaint to the Division Director of Comprehensive Psychiatric Services, Mental Retardation and Development Disabilities or Alcohol and Drug Abuse at the address listed above or to the Joint Commission, our accrediting body.

Joint Commission – 1-800-994-6610

A list of Children's Advocacy Organizations can be obtained from the Case Management office.

#### **IV: LEVEL SYSTEM**

1. Residents will receive the level petition form once they come off orientation. That form will be handed from the therapist to the unit lead that will insure that the resident gets it.
2. Once a resident has the petition, they may begin to get signatures. If a signing staff does not feel that they are ready to sign yet, they can give a set expectation that is reachable by the child to do before the turn it date and sign once completed. (i.e. Must show attendance of group for 3 days consistently and respectfully.)
3. If a resident does a behavior that warrants the removal of a petition, staff must write a level concern form or an incident report and the petition will be reviewed in morning meeting and decision of the outcome will be determined.
4. If a resident losses there petition due to the level concern or incident report or decision of morning meeting, they will have to wait 24 hours to obtain another petition and will begin the signature process again. This again is passed from therapist to unit lead to resident as above.
5. In addition to the signatures and obtaining the petition, all residents will have to wait the set petition period before a fully signed petition can be turned in to morning meeting petitioning for their level.
6. All petitions will be dated by the therapist prior to being passed to the unit lead of the waiting period needed, and of expiration date.
7. If a resident is denied, there level they will be provided a new petition 24 hours after the denial through the same process.
8. The time frames for levels have changed some.
  - a. From Level 1 to Level 2, a resident has a 5-day waiting period from the time they receive their petition to the time that they can submit their petition for their level to morning meeting.
  - b. From Level 2 to Level 3, a resident has a 10-day waiting period.
  - c. From Level 3 to Level 4, a resident has a 15-day waiting period.

**Piney Ridge Center  
Level System Privileges**

<b>Level 1</b>	<i>Level 2</i>	<i>Level 3</i>	<i>Level 4</i>
<ul style="list-style-type: none"> <li>• \$1 allowance</li> <li>• On Campus activities</li> <li>• 5 personal pictures on room board</li> <li>• 1 comfort item (may include personal blanket)</li> <li>• Clothing: 1 pair of shoes, 7 outfits</li> <li>• In-unit dayroom activities</li> <li>• One 10min phone call</li> <li>• Haircuts in-house</li> </ul>	<ul style="list-style-type: none"> <li>• \$2 allowance</li> <li>• All of Level 1 privileges +</li> <li>• Outings that do not include going into a building</li> <li>• May check a pencil out during room time</li> <li>• CD player (one hour per day)</li> <li>• Pictures and art on board only</li> <li>• 3 personal comfort items (may include personal sheet set)</li> <li>• Clothing + 2 pairs of shoes</li> <li>• Co-ed activities, (gym only)</li> <li>• Vote for peer representative</li> <li>• Two 10 min. phone calls</li> </ul>	<ul style="list-style-type: none"> <li>• \$4 allowance</li> <li>• All of Level 1 &amp; 2 privileges +</li> <li>• May order out food on Sat for dinner</li> <li>• May go off-campus for outings inside buildings</li> <li>• May attend co-ed socials off-campus</li> <li>• Use of personal CD player from 1500 till bedtime</li> <li>• Extra 5 mins on one phone call daily</li> <li>• Clothing + three pairs shoes</li> <li>• Pictures and art on their side of room</li> <li>• May serve as a Peer Representative</li> <li>• May attend approved off-campus meetings such as N/A.</li> <li>• Female residents may utilize flat irons at approved times</li> <li>• May wear Earrings (1pr) Studs only</li> </ul>	<ul style="list-style-type: none"> <li>• \$5 allowance</li> <li>• All of Level 1, 2 &amp; 3 privileges +</li> <li>• May go on co-ed activities to include canoe trips, semi-formal dinners etc.</li> <li>• May keep personal CD player from wake up until lights out</li> <li>• May request roommate (to be approved by therapist)</li> <li>• May make three 10 minutes or two 15 min. phone calls</li> <li>• (1) monthly shopping trip to local stores</li> <li>• Monthly visit to Beauty college for cut and/or perm</li> <li>• May wear necklace, bracelet in addition to earrings.</li> <li>• May order out on Wednesdays and Saturdays for dinner</li> </ul>

\*\*\*Caseworkers, DJO's, GAL's, CASA workers do not count in phone call totals\*\*\*

**Treatment Interventions:** As stated, your behavior determines opportunities. How you are acting also determines what type of interventions will be used in an effort to assist the resident to become more aware of how their negative behaviors affect others as well as their progress toward individual goals.

The philosophy of the residential treatment program clearly works on the premise that the least restrictive intervention that can be used is to be utilized immediately to curtail inappropriate behavior.

The range of interventions used is immense, but can go from a gentle reminder about behaviors to the use of seclusion for behaviors that are physically aggressive or considered harmful to self or others. A few of the interventions used at the facility will be mentioned and explained, but it is important to always understand that no resident will ever be physically punished (slapped, hit, etc.). Violence is absolutely not acceptable in the program to either staff or resident.

### **Types of Interventions Used**

- 1) **Redirection:** This refers to the use of verbal instructions to the resident to stop and/or change the behavior being demonstrated.
- 2) **Reflections:** Refers to the resident being requested to go to a less stimulating area for brief periods, usually five to fifteen minutes, to take a break and gain control of their behaviors. After such control is gained, staff will discuss, with the resident, issues leading to the intervention.
- 3) **Therapeutic Assignments:** Refers to the use of written assignments, role-play, or oral presentations to acknowledge inappropriate behaviors and to identify more adaptive behaviors to be used in the future.
- 4) **Time-Out:** A brief voluntary separation from unit, treatment, situation, activities, or other residents and is initiated by the resident to help the resident regain self-control. The time-out duration is limited to short period (15-30 minutes) and is monitored by a staff member.

**Exclusionary Timeout:** Procedure in which an individual served is excluded from the immediate environment by staff to help the individual regain behavioral/emotional control. This procedure involves the staff verbally directing the individual to remove him or herself from the immediate environment and verbally restricting the individual to a quiet area or unlocked quiet room. The time-out duration is limited to short period (15-30 minutes) monitored by a staff member.

- 5) **Restraint:** A physical hold called a restraint is used to help prevent harm to self or others by restricting physical movement. This is used only as a last resort in crisis situations. Restraints are done only by trained staff members under the direction of the trained employees. **The use of mechanical restraints is prohibited at Piney Ridge Center.**

**6) Campus, Facility, Unit Limitations:** On occasion, a resident's behavior is such that they are unable to participate in activities or events outside the facility. In these cases, the resident will not be isolated from other residents, but rather must process their inappropriate behavior under the specific limitation.

**7) Special Treatment Procedures:** If a resident's behavior escalates to the point where he/she is a danger to themselves or others, the physician may order the resident to be removed from the milieu and placed in a situation where he/she can be watched constantly and protected from his/her actions. The procedures include seclusion or physical restraint. Seclusion which may or may not be in a locked room is time limited to intervals thirty minutes or less. Physical restraint which is a holding technique which restricts movement is time limited to intervals of thirty (30) minutes or less. Each interval of seclusion and restraint must be ordered by the physician and cannot exceed 2 ½ hours. In this case the parents will be notified as soon as possible. Mechanical restraints are not utilized at Piney Ridge Center.

### **8) STI**

When a resident is placed on STI for any length of time they should be following the rules listed below. The residents time on STI does not begin until they are compliant and following our expectations.

- Residents will be given and must complete therapeutic assignments.
- The assignments will be completed to the residents' ability and will contain complete sentences and not one word answers. The resident's functioning level will be considered when giving and reviewing assignments.
- Residents will raise their hand to speak.
- Residents will not instigate, bully, scream, yell or any other behavior that is disruptive to the unit.
- Residents will not get up without permission

## **VI. DAILY LIVING ACTIVITIES AND UNIT EXPECTATIONS**

**A. School:** School attendance is mandatory unless other arrangements have been made prior to admission. If a child refuses to attend school, or is sent out of the school for part or all of a day they are placed on School Intervention. All efforts to maintain your son/daughter in school will be made. On occasion, school activities are conducted on the unit if the resident requires a high level of supervision.

### **SCHOOL INTERVENTION MEANS:**

If a resident refuses school, walks out of school or is kicked out of school they are placed on school intervention. The resident remains on school intervention until they have completed two shifts of school. If the resident refuses, walks out or is kicked out on Friday morning session they will remain on school intervention until noon on Saturday. If the resident refuses, walks out or is kicked out of school Friday afternoon, they will remain on school intervention until bedtime on Saturday. The guidelines for school intervention are as follows:

- Resident is placed on Unit Intervention
- Resident loses all personals

- Resident receives one level drop if they do not have to be physically removed from school using SAMA (level drops require a staff member to write a level concern)
  - If the resident must be removed from school using SAMA their level is dropped to a level one
  - Residents must be working on their homework or on therapeutic assignments while in the milieu.
  - Resident must follow the rules for STI.
  - No sleeping or laying on the floor is allowed
- B. Activities:** Residents are expected to attend all scheduled activities. Higher level residents who may be working at a job elsewhere in the facility may be allowed to miss certain activities.
- C. Food:** Everyone is expected to remain with the group and behave in an appropriate manner in the dining hall. Residents are expected to eat a balanced meal to maintain their health. Chronic problems with excessive intake or not eating will be dealt with individually. Food will never be withheld as an intervention for behavior problems. Snacks will be provided during the day that are both healthy and nutritious. Residents are not allowed to keep any food in their rooms.

**DINING ROOM RULES ARE:**

- Once in the dining room, noise level is low.
  - Residents, behaviors and attitude are appropriate and respectful.
  - Resident are to line up, at the food counter and get their meal, utensils, and beverage.
  - Residents are to be seated at their assigned seats.
  - Assigned seats are posted on the wall.
  - Once seated, residents are to raise their hand, if they may get up.
  - No more than two people should be up at any time.
  - There should be no talking across tables, and conversations at each table are appropriate.
  - Once everyone is done eating, staff will inform residents, to put up all eating utensils, trays, cups, and line up quietly.
  - Designated individuals, who has dining room chores, will wipe tables, and sweep floors.
  - If residents do not follow proper dining room procedure they are given an intervention. These can include verbal redirection, poster on dining room rules, paper, MOU's or any other intervention that the staff feel is necessary.
- A. Rooms:** Each resident is responsible for keeping his/her bedroom clean. This includes personal items placed in their proper place, clothes stored neatly, appropriate toiletries locked up, and the bed made with two (2) sheets and at least a spread. This is expected to be done before you leave the unit for meals or activities. Staff will inspect rooms at least once per shift and privileges will be withheld if rooms are not clean and chores are not completed.
- B. Money:** Residents are not allowed to carry their own money. Any money that the parents may wish to deposit should be done so at the **FRONT DESK** at the time of admission, or

at any time thereafter. Each resident can earn an allowance at Piney Ridge Center based upon level achievement/status.

- C. CD Players:** Residents on level 2, 3, and 4 will be allowed to use a portable CD player for the time specified in the level program. The use of a portable CD player is a privilege for the resident, and any abuse of such privileges may result in a loss of that privilege. All CD's must be approved by the therapist and unit coordinator to ensure appropriateness. Burned CD's are not allowed. iPods, MP3 players and other devices are not allowed.
- D. Personal Hygiene:** Residents are expected to bathe or shower daily with the preferred time being in the morning or evening. Personal hygiene is very important in promoting good health habits and positive self concept. Nursing staff will instruct and assist new residents on a total list of expectations for proper personal hygiene. Parents are expected to help their child maintain adequate personal hygiene items; i.e. shampoo, toothpaste, toothbrush, feminine products, and for females, birth control pills. In case of emergency, Piney Ridge Center will supply the needed items. Please contact your child's primary therapist or case manager to discuss personal item needs.
- E. Television/Movies:** Due to the number of planned and structured activities each day, times available for television viewing are limited. Choice of particular programs is a group decision. Television programs are monitored to insure appropriate viewing. Staff has the obligation to change the channel or turn off the television if they feel the content of the show is not appropriate for the entire group. Cinamax, MTV and BET are examples of stations not allowed. Piney Ridge Center does not support the watching of "R" rated sexual or violent films. Despite the age of the resident, these films will not be shown.
- F. Smoking:** It is Piney Ridge Center's philosophy that smoking is unhealthy and, in order to promote a healthier environment, smoking will not be allowed regardless of the age of the resident. We encourage parents not to permit smoking even when off grounds since it increases the residents' resistance to stopping.
- G. Use of Phone:** All residents will have the right to access the phone. Out of courtesy to fellow residents **there is a ten-minute time limit on phone calls, and calls are to be made during scheduled free time in the evening.** The number of calls per day will be limited based on the unit schedule and the number of residents on the unit. We are advocates of the immediate family (parents/guardians/siblings) calling the resident. However, the calls must be made during the resident's free time in the evening and not while the resident is in therapeutic activities, i.e. school, group, individual therapy, and/or structured time on the unit. **A phone sheet will be made available every morning. Resident's must sign up to make outgoing phone calls by 5:00 pm on the weekdays and 2 pm on the weekend and holidays.** Phone calls are limited to 6:00 pm – 9:00 pm Monday thru Friday, and 3:00 pm – 9:00 pm on weekends and holidays. Emergency phone calls may be made through the therapist or charge nurse at any time. Residents are allowed to call other individuals and family as annotated on their phone sheets. If you the parent(s) have a problem with the resident calling other individuals, you should make this

known to the admission coordinator and primary therapist at the time of admission. Piney Ridge Center may limit phone calls to certain individuals based on clinical necessity, but will do so by a doctor's order in consultation with the legal guardian. Long distance calls made by the resident must have the charges reversed or be made using a phone card provided by the resident or family.

- Phone call length is determined by level
- The residents are not allowed to curse, yell or be disrespectful when asking to use the phone or while talking on the phone
- Residents are not allowed to dial the phone for any reason. If a resident touches the phone without permission they should receive an intervention from staff.
- Phone calls are only allowed to and from those on the residents approved phone list. This is for safety and therapeutic reasons. 3 way calling is also not allowed.
- Residents should sign up for phone calls prior to 5 pm.
- Designated phone call times are Monday – Friday 6pm to 9 pm and Saturday and Sunday from 3 pm to 9 pm. Resident may request their case manager or therapist to make a phone call at other times.
- Passwords are confidential.
- Groups take precedence if you receive a phone call during group time, the caller will be asked to call back at a different time.

**H. Visits:** Families are highly encouraged to visit their children while in placement. However, to insure the visits are therapeutically indicated, and do not disrupt the resident's scheduled routine, **all visits must be coordinated through the resident's primary therapist prior to the visit occurring.** The schedule tends to be less structured on weekends and we encourage families to use that period for their visits. **Although we will try to accommodate unscheduled visits, please realize this may not be possible.** (e.g. the resident may be on an outing.)

**I. Passes:** Passes will begin when clinically indicated. It is important to understand that passes are part of the resident's treatment program and are given only for specific therapeutic reasons that are generally discussed and outlined in family therapy sessions. Passes are not to be viewed as merely a way to take a break from treatment, but rather a way to accomplish specific therapeutic goals. Passes unusually begin with an on grounds visit for (3-4) hours. The next is off-campus, in the local area for three to four hours, and then overnight passes that are initiated as clinically indicated. Parents are responsible for their child's behavior while on pass. Adequate supervision must be maintained at all times. Parents complete the provided Pass Expectation Form during the pass and provide it to the nurse upon returning to Piney Ridge Center.

**J. Relationships and Physical Contact:** Piney Ridge Center encourages friendships between residents, to aid in the development of good social skills. Intimate relations or sexually inappropriate behaviors are strictly prohibited and will be dealt with on an individual special intervention basis.

**K. Haircuts:** No **extreme** haircut, style, or color of hair will be allowed. No shaving or “Mohawk” styles. Males and females with long hair will be allowed one ponytail. One rubber band may be worn to keep hair back. Residents may not cut or style each other’s hair. **Piney Ridge Center will provide barber services for regular haircuts.** No beards or other facial hair may be worn.

**L. Group Responsibility:** Residents are expected to be responsible members of their living unit and to assist other residents/staff when the need arises. If other residents are having a particularly difficult day or are involved in behavior that may be harmful to themselves or others, it is the responsibility of all residents to bring this behavior to the staff’s attention.

### **GROUP RULES**

- No setting the same goal two days in a row
- No talking out of turn or interrupting others
- No slouching
- Must sit in assigned seats
- Keep fingers out of mouth
- No inappropriate comments
- No instigating others
- No popping of bones
- No picking or scratching
- No rocking or fidgeting
- Keep hands away from face
- No adjusting self
- No sighing, singing, dancing, cursing, eating, staring, attention seeking, obscene behavior, passing gas, horseplaying, cussing or any other behavior that is seen to be rude and inappropriate.
- Must keep your legs closed
- No second hand masturbation
- Answers are to be in complete sentences
- Respect others as you wish to be respected

**M. Searches:** Residents will routinely receive a clothing search or “pat down” to insure contraband is not brought into the facility. Room searches may also be required if contraband suspected. Other searches, such as body searches, will be dictated by a doctor’s order. Searches done, either personal or body, will be done by staff members of the same sex as the resident. Resident’s and all of their belongings will be searched upon return from pass.

**N. Medications:** if his/her physician places a resident on medications, they will be administered after the parent or legal guardian has been notified for consent by our nursing staff. An exception to this is a PRN medication or antibiotics to prevent the spread of infections. Residents **may not** bring their own medications from home or keep medications with them on the unit. **If a resident goes on pass, a filled prescription will be sent home with the parent/guardian. It is the parent’s responsibility to administer the**

medication and to return any unused portion to Piney Ridge Center. It is extremely important the child receive his/her medication as prescribed.

- O. Religion/Study Groups:** Piney Ridge Center will provide spiritual services for their residents on an as needed basis. This facility does not endorse or allow the practice of any belief, which involved satanic, occults, witchcraft, or any other similar belief that is not supportive of a therapeutic treatment environment. Non-denominational services will be offered each Sunday at the facility and are open to all residents. Optional bible study groups are held for residents who wish to attend. Residents displaying inappropriate behaviors during religious services will be removed for the services.

**Contraband (Items Not Allowed):** The level system for our program annotates the items that a resident is allowed in their rooms. The level system is attached in Appendix B. All other items not listed on the level system should be considered contraband and removed from the room. Staff should issue an intervention to the residents for the contraband.

Contraband items include items that are unlawful, potentially harmful or restricted for resident usage or possession. General categories of items prohibited include, flammable items, sharp objects, glass items, items associated with criminal behavior, are dangerous or promote the exploitation of others, tobacco products, drugs and any other subject that would be detrimental to a therapeutic environment.

Specific Items are considered Dangerous Contraband and the YCC and Nurse should be notified immediately if they are found:

- Sharp objects to include paperclips, glass, non-safety scissors, staples etc.
- Glass objects
- Tobacco Products
- Lighters, or Matches
- Weapons
- Aluminum cans
- Metal, this includes picture frames, hair brushes, nail clippers, etc
- Hard Plastic

The following is also contraband, however can be dealt with on the unit utilizing a therapeutic intervention:

- CD's in rooms
- Burned CD's and MP 3 players
- CD players depended on Level status
- Pencils (expect golf pencils and cannot be in rooms)
- Pens
- Markers and colored pencils are not allowed in the residents rooms.
- ADL products after ADL time is over
- Envelopes and Stamps
- Belts and Shoes (should be outside the door lined up neatly in the hall)
- Shoelaces, unless they are inside shoes
- Hats, gloves, and coats must remain in small lockup (unless the resident is going outside)

- Jewelry unless the resident is a level and then only per level system
- Any item that staff or administration deem as a safety risk

All items brought into the facility must be searched by staff prior to being brought onto the unit.

- P. Mail:** Each resident's personal privacy is assured and protected. Residents are allowed to send and receive mail without constraints of their individual treatment plan. Residents are allowed to send and receive mail without hindrance. All incoming mail will be channeled to the Primary Therapist for distribution. All outgoing mail will be channeled through the Primary Therapist for mailing. Mail will be opened in the presence of the therapist and the envelope placed in the therapists' office if the resident wants to keep it, otherwise, it is thrown away.
- Q. Fire/Safety:** Your life and safety is very important to us at Piney Ridge Center. In the event of a fire we evacuate the building. If the fire alarms go off, please report to your Youth Care Worker and he/she will escort you out of the building to the front parking lot. It is very important that you remain with staff.  
If an unsafe situation is observed, please tell staff so all concerned may be moved to safety. Every effort has been made to make this building fire safe, so in the event of a drill, or a real situation do not panic, remain calm and follow directions of staff members.
- R. Prohibited Practices:** The practice of any belief system or organization that is not acknowledged as a formal religious institution by the State of Missouri or whose practices promote harm to self or others is prohibited. This shall include, but not be limited to; satanic worship, occult practices, or gang associations of any kind.
- S. Random Room Searches:** In order to provide a safe, therapeutic environment, extemporaneous searches are to be completed at least every other day on each unit.

## UNIT RULES

- All residents must stay 3 ft from the Nurses Stations at all times, or behind any do not cross tape on the floor.
- No leaning over the Nurses desk
- Noise level should be “INSIDE VOICES” in the halls
- No resident’s are allowed to be in a peer’s room at anytime.
- Resident’s are not allowed to be in their peer’s doorways.
- No food is allowed in small lockup
- No residents are allowed in small lockup unless accompanied by a staff member.
- No food is allowed in the resident’s room
- Must ask permission from staff in order to speak to any other staff members entering or walking past.
- Resident’s are not allowed to touch the resident management board.
- Residents are to remain in their rooms at bedtime or in the morning unless staff members give them permission to come out into the hallway.
- Doors are to remain open while residents are in their rooms
- Residents’ rooms must be neat and clean at all times. Beds made, clothes in laundry bag, all personal must be kept straightened.
- Meals are not an option. If meals are refused the resident must sit on STI until the unit returns.
- Residents are expected to shower daily within the time allotted in the morning and evening for ADL’s
- Residents will have 3 wakeup calls. If they are not dressed, with their room clean before transition they receive an intervention.
- Room inspections performed by staff at least once per shift and privileges are withheld if rooms are not clean and chores are not done.
- Intimate relations and sexually inappropriate behaviors are strictly prohibited and are dealt with on an individual basis.
- Resident’s must be appropriately dressed with their shirts tucked in at all times.
- Resident’s on the SAY units must wear jeans with a belt.
- Residents will receive pat downs, and clothing searches to ensure contraband is not brought on the unit, after school and anytime they are transitioning to/from outside, the gym, or school.
- If a resident does not attend school they are placed on school intervention.
- Beds must be made with 2 sheets and a blanket.
- All doors will be locked and closed anytime residents are not in their rooms.
- Residents must adhere to the schedule on the unit.
- Items allowed in the resident’s rooms are per the level system.
- Line up quietly
- No ADL products can be left in the resident’s room after ADL time is over. If ADL products remain in the rooms they are considered contraband.