

*Orchard Place does not discriminate  
in the delivery of services to children on the basis of  
race, color, national origin, gender, age,  
religion, creed, disability, or sexual orientation.*

## **Introduction**

This book is written to acquaint you with the treatment programs at Orchard Place. We realize that making the decision for your child to come to Orchard Place has been difficult and you have many concerns and questions. We believe that the more you know about our programs, the more comfortable you will feel about making this important decision.

Please read this information carefully and discuss it together as a family.

The staff at Orchard Place are available to work with you and your child in the most constructive and helpful manner possible. Our multi-disciplinary treatment teams share professional expertise in many fields: psychiatry, psychology, social work, mental health counseling, recreation therapy, nursing, nutrition, and special education. Should you have questions, concerns, or need for program improvement, we encourage you to talk with your family's therapist, his/her supervisor, or the Vice President of Residential Services to resolve the issue.

## **Who Comes to Orchard Place**

Children referred to and living at Orchard Place are generally from Iowa, are both boys and girls and are most often between the ages of ten and seventeen at the time of admission.

The children who come to Orchard Place are having difficulty managing the tasks of childhood and adolescence. The children have a variety of psychiatric diagnoses which contribute to their inability to live in their homes and the community. They are generally unhappy with themselves and others. This may be demonstrated by fighting, runaway episodes, self-destructive acts, truancy, school failure, and withdrawal from friends and family.

The children coming to Orchard Place require an individualized program that offers twenty-four hour supervision, safety, consistency and predictability. A therapeutic environment will provide the potential for your child to develop confidence in himself/herself and others, to grow, to manage responsibilities, to have friends and to develop his/her own areas of interest and achievement.

## **Pre-Admission Process**

When your child is referred to Orchard Place, an Admissions Coordinator reviews the referral information and determines if your child may be able to benefit from treatment at Orchard Place. Some children and/or parents will be asked to complete interviews, if more information is needed before reaching a decision. If interviewing is not necessary, you are encouraged to schedule a tour of Orchard Place and meet the staff. The Orchard Place program will be explained and you will have the opportunity to share your concerns and treatment needs for your child and family.

If you or your child require interpretation services or special accommodations, please let us know as soon as possible so that we may make the necessary arrangements prior to your child's admission. This includes but is not limited to: vision, hearing, speech, language and cognitive impairments.

## **Parents and Guardians**

We realize that, as a parent, you are entrusting Orchard Place with the care of your child. We understand that placing your child in residential treatment is an extremely difficult, and sometimes frightening, decision. We would like to assure you that parents and caretakers are an important part of our treatment team.

Some children come into our care adjudicated a Child In Need of Assistance with temporary custody transferred to the Iowa Department of Human Services. In most cases, however, the parent continues to retain guardianship. Children may also be placed at Orchard Place voluntarily by their parent or guardian. In these cases, custody remains with the parent or guardian.

As an agency; we will consult with you on important decisions such as medication changes, treatment plans, health care and discharge planning. We have found that children benefit most from treatment when our staff and parents work closely together. We support the rights provided to you through the national Consumer Bill of Rights, as well as by our agency. We are committed to partnering with you to give your child the best treatment experience possible.

You will be kept informed of your child's progress through regular family therapy sessions. We encourage you to call your child regularly and to speak with our direct care staff, as well. In addition, a staffing will be held at 1 month and then every three months during your child's treatment. Parents, DHS and Juvenile Court workers and Attorneys are invited. Your child's treatment team will discuss your child's progress in treatment, review the care plan, as well as the plan for discharge. You or your child may request a review at any time. If you have concerns regarding your child's care or treatment plan, additional staffings and other reviews can be scheduled through your child's therapist.

If there are concerns regarding your child's care, we prefer that you discuss the matter with members of your child's treatment team, or the Vice President of Residential Services. If the matter cannot be resolved within our organization, you may also contact the following:

- ✓ Joint Commission on Healthcare Accreditation (JCAHO)  
[www.jcaho.org](http://www.jcaho.org) or phone: (630) 792-5636
- ✓ Iowa Protection and Advocacy  
[www.ipna.org](http://www.ipna.org) or phone: 800-779-2502 or (515) 278-2502

## **Parents and Children's Rights**

Orchard Place will make reasonable efforts to follow the practices set forth below:

1. Safe, comfortable, and healthful accommodations.
2. Appropriate food, clothing and shelter.
3. Appropriate medical care (to the extent that such care is not provided by physicians and others on the Orchard Place campus, Orchard Place will make referrals in accordance with established policies.)
4. Each child will receive treatment under the least restrictive conditions that are required in order to provide quality treatment.
5. Each child and his/her parent/legal guardian will be encouraged to state his/her opinion on matters affecting the life of the child and Orchard Place will listen to those expressions of opinions and, to the extent such opinions are reasonable and consistent with the treatment program, Orchard Place will make attempts to incorporate those ideas when treatment decisions are made.
6. All children will be treated with dignity by the staff.
7. Each child will participate in an educational program appropriate to his/her needs.
8. Children will not be subjected to corporal punishment, humiliation, mental, sexual, or physical abuse, and any violations of this paragraph shall be immediately reported to the Executive Director.
9. All children will receive adequate and appropriate adult guidance, support, and supervision.
10. Each child shall have the right to enjoy freedom of thought, conscience, and religion.
11. There will be an individualized treatment program designed to meet the individual needs of each child.
12. Reasonable provisions will be made for the privacy of each child.
13. Each child, parent/legal guardian, and referring worker will be informed about the procedure for registering complaints.
14. Each child, parent/legal guardian, and referring worker will be informed about mail, telephone, and visitation policies.

15. Copies of written discipline policies will be furnished to each child, parent/legal guardian, and referring worker.
16. Before a child participates in any research project, the child and parent/legal guardian will be informed about the research project and the child's proposed participation, and the child, parent/legal guardian shall have the right to refuse to participate.
17. Each child and the child's parent/legal guardian is invited to visit Orchard Place prior to placement of the child and is informed, prior to placement, about the treatment, care and procedures to be followed.
18. Each child, the child's parent/legal guardian, and the referring worker shall be informed as to the name, professional status, and role of each Orchard Place staff member who is concerned with the treatment of the child.
19. Each child and/or parent/legal guardian shall be informed by the nurse as to the expected benefits and possible side effects of all medications that are given to that child by Orchard Place personnel.
20. All children, parents/legal guardians, and referring workers shall be notified that Orchard Place does not discriminate on the basis of race, color, national origin, gender, age religion, creed, disability, or sexual orientation.
21. All children and their parents/legal guardians will receive from Orchard Place dignified and humane treatment in a manner which should safeguard their legal and civil rights.
22. All children will receive quality treatment regardless of their source of financial support.
23. Information regarding the treatment of a child and family history is strictly confidential. Information is not shared with persons outside of the agency without written consent from the parent/guardian.
24. If a parent/guardian is unable to understand a proposed treatment or procedure or unable to communicate his/her wishes, he/she may appoint someone to speak on his/her behalf and to make decisions.
25. If a child or parent/guardian is unable to understand written and/or spoken English, they will be informed of their rights in a language they understand.

## **Admission/Treatment**

Upon admission, you will be asked to provide medical information about your child, including immunization records and current medications. We will also need basic data such as your address, phone number and insurance coverage. You will enroll your child in the education program, complete a family history, and sign permission forms for treatment to begin with your child. Your next appointment will also be scheduled.

You and your child will then go to your child's unit, where you will meet the Milieu Treatment Counselor (MTC) staff on the unit. You will also be shown your child's room and may choose to help him/her move in and get his/her things organized. Your child will be introduced to the other children on the living unit after he/she is checked in and

settled. You and your child may be experiencing many feelings at this time; confusion, fear, guilt, relief, abandonment, rejection. You are encouraged to share your concerns with your therapist.

Each child will handle the adjustment period differently. Some children will join right into the program, and some prefer to remain alone and observe without participating. Some children will have difficulty eating and sleeping and some children will want to leave Orchard Place and return home immediately. Staff are available to help your child become settled and familiar with this new environment.

At admission, you and your child will be given a list of clearly defined unit rules and guidelines. This information will be discussed with your child by a Milieu Treatment Counselor. The treatment staff has found that a consistent and predictable unit program with clearly defined rules will be most helpful in assisting your child in feeling safe. Your child will also receive written information describing unit privileges. As children and families become accustomed to the Orchard Place environment, you may talk with staff and set goals for your child assuming more privileges and responsibility.

Each unit is co-educational, accommodating space for 10-15 children. Each residence is comfortably furnished. The living unit contains bedrooms, a living room area with television, stereo, toys and games. The bedrooms available are assigned according to individual needs. Each room is furnished with a desk, chair, dresser, bed, drapes, carpeting, and bulletin board. Your child may bring his/her own possessions, clothing, and personal decorations for his/her room. Some children have a single room and some have a roommate, depending on room assignment and treatment needs. Children may periodically change rooms and/or roommates as the population on the unit changes.

The Family Services Center includes administrative offices, therapy offices, family therapy rooms, a medical clinic and the reception area. There is also a full size gymnasium available for large group games and special events during after-school hours and on the weekends. Playground equipment, a greenhouse, and a softball field are available on the main campus. Additionally, there is a modern, well-equipped kitchen where the cook prepares lunch and dinner meals. Breakfast meals are prepared on the living unit. Both children and Milieu Treatment Counselors have input into meal planning and preparation.

## **Emergencies**

If your child's behavior escalates during an off campus or home visit, you may contact your child's unit staff or therapist. After business hours, you may reach the unit staff or our campus nurse at (515) 202-0672. If the situation is an emergency, you may call 911 or take your child to your local emergency room.

## What Should We Pack?

At the time of your child's admission to Orchard Place, we ask that you send seasonal clothing with him/her. Laundry is done several times a week on each unit. Please be sure that the clothing is marked, so that it is not misplaced. An easy way to do this is to put your child's initials on the tags with permanent marker. Below is a general clothing list indicating what is typically needed by a child. You may choose to send more than what is listed, but space is limited. Parents/Guardians are expected to provide clothing for their children while they are at Orchard Place. The unit staff will work with you to make sure that you know of your child's clothing needs during their stay. However, if you cannot provide clothing, let us know. We do have a clothing closet available on campus.

4 pairs of jeans/pants & shirts (cropped shirts, spaghetti-strap tank tops or t-shirts with pictures of some rock groups or beer advertisements are not appropriate in our setting).

1 pair of sweatpants & sweatshirt

2 pair of pajamas & 1 robe (Robe should have buttons, a zipper or if it has a tie it should be sewn on in the back.)

2 pair of shoes (including 1 pair of tennis shoes)

6 pair of socks

6 pair of underwear and 3 bras (for females)

1 raincoat or umbrella

1 belt

\* Toiletries are available on each unit but children may bring their own. Anything marked "keep out of reach of children" or containing glass must be kept in a secure place on the unit. Aerosol cans are not allowed on the units.



**WINTER:** A coat, a hat, scarf or earmuffs, a pair of gloves or mittens, and a pair of boots.



**SPRING / SUMMER / FALL:** 4 or 5 pair of shorts, a sweater and a jacket, 1 swimsuit (one piece only for females, no bikinis or two piece suits.)

Please bring minimal personal items due to the likeliness of sharing a room and having limited space. You are welcome to bring your own pillow and bedding or we have bedding available. A bulletin board is in each room. If you put up pictures or other items, we ask that you not display your last name, address or phone number to help us protect your privacy in case of visitors to the unit. You should not bring expensive, sharp items, glass or pottery items. We do encourage you to bring a book and a few things that remind you of home.

**Electronics:** If you wish, you may bring a personal cd player or radio that runs on batteries. We allow Game Boy/Game Boy Advance but we do limit the amount of time played. We do not allow Personal PlayStations (PSP's) due to emailing capabilities nor MP3/I-Pods or burned CD's due to the difficulty in monitoring appropriate music. Electronic games allowed are those with an "E for Everyone" rating and do not have a parental advisory. We do not allow children to have cell phones on campus.

Our decisions are based on research regarding the negative effects of inappropriate games and music on children, as well as protecting families against the loss of expensive items. We do have game systems, cd players and cd's available on each unit for children to use.

*Please feel free to call the Admissions Office or Unit Staff if you have any questions.*

## ***“CIRCLE OF CARING”***

### **The Orchard Place Campus School Program**

The Orchard Place Campus School is located on the main campus and includes classrooms, a library, and administrative offices. Educational services are provided by the Des Moines Independent Community School District and are an integral part of the treatment program. A complete educational program is provided to meet your child's academic needs. In this special school setting, the educational staff is specially trained to provide both appropriate educational services as well as share an understanding of the emotional problems that often influence learning.

Additionally, the Orchard Place Campus School program provides the services of a speech clinician, an occupational therapist, a specialized reading teacher, a positive behavior support teacher and an educational psychologist whenever necessary. Audiology tests are conducted annually. The Orchard Place Campus School operates from late August through June. A summer school program is also provided.

Most of the children coming to Orchard Place have become disillusioned with school and many have disengaged from the learning process. Orchard Place Campus School embraces the “Circle of Caring” which emphasizes a positive, holistic approach to teaching children. It is a philosophy that builds on the strengths of each child and strives to meet the basic needs of Belonging, Mastery, Independence, and Generosity shared by every child. The support within this learning community combined with the individualized academic programming can encourage your child to rediscover the joy of learning while achieving success.

The educational program designed for your child is planned in consultation with you, as parents, the Milieu Treatment Counselors, and your child's therapist. The educational staff is included as members of the treatment team, participating in team meetings and staffing conferences, and involved in all phases of your child's treatment program. Homeroom teachers are responsible for developing an individualized education plan (IEP) for your child. An IEP conference will be scheduled shortly after your child's admission or within thirty days of an educational staffing.

Whenever it is appropriate for your child to begin an off-campus community school placement, the educational staff will work closely with your child to make the transition as smooth as possible.

Your child's homeroom teacher will contact you to encourage your participation in parent/teacher conferences that occur twice each year. The educational staff is always available to discuss your child's educational program. The educational staff values your involvement in developing an appropriate educational plan.

## **Family Involvement**

When one member of a family comes to Orchard Place, the whole family shares concerns, worries, and the discomfort of the separation. Regularly scheduled family therapy sessions and visitation will be planned by you and your family's therapist.

Through family therapy, we attempt to strengthen the family's structure and the relationships within it. Your active involvement in the treatment program will reassure your child that he/she is not being abandoned, that you intend to assist him/her in participating in the Orchard Place treatment program, and plan for his/her eventual return to the community. The family therapy process will often be very difficult with many ups and downs. We encourage you to discuss your concerns with your family therapist.

## **Visits, Phone Calls, and Mail**

Visits, phone calls and mail from family members and other important parties are encouraged. It is often helpful for children in treatment to have consistent and predictable routines.

### **ON-CAMPUS VISITS**

There is no waiting period before family or other specifically designated parties can visit. We ask that parent/guardians set up these visits through the therapist. It is important for us to know at all times, who is on our campus. It is also important for the milieu staff to help children prepare for emotions they may feel before and after visits. Visits with non-family members are allowed with joint approval from Orchard Place staff and the parent/guardian. Visits with lawyers, social workers, probation officers and clergy are allowed. We do not have set visiting hours but ask that visitors avoid school hours.

### **OFF-CAMPUS AND HOME VISITS**

Many children benefit from spending time with their family in the community or home. This is an opportunity to learn and practice new behaviors and to promote healthy family relationships. We encourage the family to set up specific goals for the visit. Again, we request that visits are scheduled with the therapist in advance for reasons stated above. We also may need to order medications to send with the child and to plan for staff coverage and meals for the number of children remaining on campus.

## **Parenting Classes**

Parents are encouraged to enroll in parenting classes that are offered at Orchard Place as well as in your home community. The classes focus on effective ways to meet the challenges of parenting children and adolescents, teaching skills for understanding and

dealing with children's behavior more effectively, with the goal of improving relationships within the family.

## **The Milieu Treatment Program**

The living unit at Orchard Place offers a safe, closely supervised therapeutic environment. Milieu Treatment Counselors, Nurses, night supervisors, and night security staff provide twenty-four hour supervision and security for Orchard Place children.

The treatment team consists of Milieu Treatment Counselors (MTC's) who work on the units, Milieu Treatment Coordinators (MTCR's) who supervise the MTC's, school staff, therapists, nurses, an activities director and the consulting psychiatrist. The treatment team meets regularly to provide the best treatment program and to ensure coordination of services for each child.

Each child and family has an Individualized Care Plan with goals and objectives geared to alleviate symptoms which led to placement. Your child's milieu program is designed to meet your child's need for safety, consistency, and predictability as well as diminish symptoms which led to placement.

Some children at Orchard Place may have difficulty maintaining control of themselves through exhibiting aggressive behavior to themselves, their peers, staff and property. Your child is helped to find different and more acceptable ways to relate to others.

The Orchard Place Campus School is a full-day program with time for lunch. Individual and family therapy, as well as medical appointments may be scheduled during school hours. After school, your child will have a routine that includes time to transition back to the living unit, time for completing homework, treatment groups, and recreational therapy.

Residents on each living unit are offered weekly Social Skills Groups with their unit. These groups are designed to help the residents improve their skills in interacting with peers and adults. Topics focus on the needs of the group and focus on improving listening skills, and helping residents learn problem-solving skills and anger management skills. Orchard Place is a Character Counts community, so the residents are also educated on the importance of the 6 pillars including Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship.

After dinner and chores are complete, each child has a quiet period of time before transitioning to evening activities of playing games, doing homework, listening to music or just relaxing. Evening hours may be spent in recreational activities, watching TV, working on special craft projects, birthday parties or group activities. Bedtimes are determined by the age and level of responsibility exhibited by your child. Weekends provide time and special events or community activities such as movies, sporting events, or swimming.

Your child will be provided with individual and family therapy. Various techniques are used. You and your child may enter into the therapy process easily or with caution. The therapist will work to establish a positive relationship with you and your child to encourage changes that need to occur before discharge.

The therapist serves as the team leader and is responsible for coordinating the development of the treatment plan. The treatment plan focuses on the child and family's needs and encourage skill development and problem resolution. A clinical child psychologist can be available to administer testing to your child, to aid in treatment planning and to measure your child's progress. A child psychiatrist completes initial and periodic evaluations of your child, participates in the development of care plans, and is available to meet with you at regularly scheduled staffings.

## **Management/Crisis Intervention**

Behavior management programs may include incentives for demonstrating adaptive behaviors and/or consequences for maladaptive behavior. Incentives may include special one-to-one interactions with staff, additional free time, special one-to-one planned activities with peers, community-based activities, and less direct supervision from staff. When it is necessary to give a consequence for a misbehavior, natural consequences will be used whenever possible. If there is not an appropriate natural consequence, then time limited restrictions will be used when necessary. Extra room time is an example of timed consequences. Written assignments may also be used as a tool to help a child learn self-control. An assigned early bedtime may be an appropriate consequence for bedtime problems.

All consequences will be clearly stated and explained to the children at the time the consequence is given. Staff will assist the child in learning new and more appropriate behavior.

Protecting children by confiscating certain items such as glass, illegal substances, excessively violent or sexual music, tapes of unknown content, inappropriate clothing, sharp or dangerous items such as scissors, razors, glue and nail polish remover, is not a consequence, but a matter of safety for the children.

For the majority of children, specific behavior management programs designed by the treatment team, including both incentives and consequences are sufficient to allow the child to begin to internalize adaptive behavior patterns. For some children, emergency treatment procedures, such as the use of restraint and seclusion, may be utilized.

Orchard Place has written policies and procedures that govern the use of locked seclusion and/or restraint. Locked seclusion or restraint is used only to prevent your child from injuring himself/herself or others or to protect against serious disruption of the therapeutic environment. All staff utilizing restraint and/or seclusion have been trained in crisis intervention techniques or restraint and locked seclusion. Locked

seclusion and/or restraint are not to be used in a manner that causes undue physical discomfort, harm or pain to the individual served. While in locked seclusion, children are continually monitored, paying particular attention to mealtime, bathing, and use of bathroom facilities. You will be asked for your agreement to use emergency procedures with your child and how you wish to be notified of their use. You and your child will be asked to work closely with the staff to avoid emergency treatment procedures.

## **Recreational Services**

An Activities Director is on staff to oversee individual and group recreation experiences for your child. MTC staff work together with the Activities Director to plan recreation groups and activities. The Activities Director is available for referrals for residents with special needs. The purpose of the recreation program is to enhance self-esteem, to learn how to interact with other children in a group experience, to find pleasure in play and other leisure activities. The Activities Director also plans special activities around holidays and special occasions as well as organizing Boy Scouts and Girl Scouts for interested residents.

Orchard Place has an organized intramural activities program that allows children to participate in softball, basketball or volleyball teams. Children are divided into older and younger teams and coached by Orchard Place staff prior to scheduled games. Good sportsmanship, healthy competition, physical activity, and team playing are emphasized and recognized.

## **Therapy Groups**

Orchard Place offers therapy groups, Divorce Group, Grief and Loss Group, Survivor's Group, Offender's Group, Process Group, Anger Management Group, Relaxation Group, Alateen and Dual Diagnosis Group for children who can benefit from sharing in a group setting. Specific treatment issues identified may result in the treatment team suggesting a child participate in an appropriate therapy group.

## **Work/Vocational Opportunities**

Work experiences are seen as an important part of each child's treatment. Successfully completing a work assignment can improve self-esteem, responsibility and maturity. Children will be asked to complete chores on their living unit, making their bed, keeping their room clean, setting the table, rinsing dishes after meals, chores similar to those asked at home.

Children wishing to earn extra money to go to a special event or to make a special purchase can do so through requesting work chores. These assignments may be offered to the children by the milieu or maintenance staff as the need arises. Contract chores are chores which are assigned by milieu staff to the child and the

child agrees to complete the task for the specified pay each week. Contract chores are a privilege, not a right. When work is completed, the Milieu Treatment Coordinator fills out a work deposit assignment slip and the money is deposited in the child's Orchard Place bank account.

A few on-campus jobs are available. These include being a Cook's Helper and Maintenance Aide. These after school jobs have regular hours each week. Children who wish to apply must have the approval of their treatment team based on agency guidelines. The milieu staff will assist the child in completing the job application. The child interviews with Human Resources and the job supervisor. The child is paid minimum wage and receives a paycheck every other week. The Department of Human Services may assess a portion of the children's wages to help pay for their care.

## **The Marjorie Koss Kurtz Client Educational Fund**

Orchard Place is committed to the continued success of each child/youth who completes the Orchard Place program. The Orchard Place Board of Directors has established an Educational Fund. A portion of this fund is available to assist former clients complete high school, obtain specific vocational training, or to attend college.

The Educational Fund may be allocated to former clients of Orchard Place to be utilized for coursework toward a GED, a college degree (Bachelor, Master, or Doctorate) or other appropriate educational pursuits.

The Summer School Fund offers financial assistance to current clients to attend summer school courses at a community-based school in order to advance to the next grade or graduate from high school. (We regret we are not able to assist with Driver's Education courses.) Applications must be submitted by April 30<sup>th</sup>.

Former clients, who are interested in applying for tuition support through the Educational Fund, are encouraged to complete an application process. The amount disbursed to any one person will not exceed a total of \$5,000. Contact the Director of Human Resources, Marilyn Kline-Johnson at 515/246-3503, for more information.

## **Medical Care**

Nursing staff monitors and coordinates your child's medical care and are available to address your concerns. A Registered Nurse is available on-site twenty-four hours a day to meet your child's medical needs. A pediatrician is available for consultation 24 hours a day and provides medical care on campus as needed.

Each child admitted to residential treatment receives a physical assessment within 24 hours of admission by a Nurse and within a week by the physician. Additionally, yearly

and discharge physicals are completed. Dental and vision exams are also scheduled at the time of admission, if indicated. Medical services are provided by physicians, dentists, and ophthalmologists in the Des Moines community.

All medications are the responsibility of a nurse who supervises ordering the medications, administering the medications, and record keeping. The Milieu Treatment Counselors have completed a ten-hour medication course certified by the Iowa Board of Health and the Iowa Board of Pharmacy Examiners. The nursing staff is in communication with the consulting child psychiatrist and pediatrician regarding all medications. Should you have any concerns about your child's medical treatment, a nurse is available to meet with you.

When the psychiatrist orders a change in your child's psychotropic medication or dosage or orders a new psychotropic medication, our nursing staff will contact you and request consent for the change or medication which is ordered. The nurse is available to discuss the reason for the order; target symptoms and possible side effects. If the nurse cannot reach you after three attempts, the medication will be initiated and the nurse will continue to attempt to reach you. For this reason, it is extremely important that you provide your child's therapist with current phone numbers where you can be reached. Our goal is to initiate changes within 24 hours of the order being given.

On occasion, our psychiatrist will order a "stat" medication. In this circumstance, the psychiatrist feels that the medication must be administered immediately and parents are notified as soon as possible. Please note that parental consent is not obtained for routine medications prescribed by our pediatrician, e.g. antibiotics.

You will be sent a medical history form to complete and return to our Admissions office. This information is important in our planning process. If your child has a medical condition which requires special precautions or care, please notify us immediately.

We know that children sometimes experience pain due to injury, illness, medical condition or sometimes related to their psychiatric condition. For this reason, your child will be assessed for pain at the point of admission, at quarterly reviews, with changes in a medical conditions and whenever pain is suspected. When a child's pain is identified, the child is treated at Orchard Place or referred for treatment, as indicated.

Our pain assessment uses a scale of 1-5 to measure pain intensity. We also will ask about the onset, location, duration, worst pain in the past 24 hours and least pain the past 24 hours. We will ask what makes the pain better or worse. Parents can assist our staff by telling us of any reports of pain the child shares with them; any specific concerns; any previous history of similar or possibly related pain; and any interventions that have relieved the child in the past.

## **Your Role in the Treatment Process**

At Orchard Place, we strive to provide the highest quality of care for each of the children and families we serve and urge individuals and their families to be involved with their care. Here are some useful tips on making the most of treatment:

- ◆ If you have a question or don't understand, ask. Your child's well-being is too important to worry about being embarrassed or offending someone.
- ◆ Don't be afraid to speak up if you feel something is amiss with your child. This could be anything from a possible side effect to how you feel a medication is working.
- ◆ If the medication sent with your child on a home visit doesn't look the same, tell us.
- ◆ Find out more about your child's diagnosis, medications and why they have been given.
- ◆ Find out generic and brand names for your child's medications, what dosages are being given, their purpose and possible side effects.
- ◆ When filling a handwritten prescription, make sure it is legible to you and to the pharmacist.
- ◆ If your child is taking multiple medications (including over the counter drugs or vitamins), check with your pharmacist about drug interactions.
- ◆ Ask about emergency phone numbers or have a back up plan for emergencies which may arise during home visits.
- ◆ Communicate with our nurses and direct care staff regarding allergies or reactions your child has to food, medication or the environment.
- ◆ You have a right to ask for a second opinion.
- ◆ Communicate with your child's treatment team any cultural, psychosocial, spiritual beliefs, values or preferences.
- ◆ Keep copies of treatment plans. Keep a record of diagnosis, interventions and medications tried and the results. Also keep track of therapists and doctors names.
- ◆ Prior to discharge, make a plan for any continuing treatment or medication monitoring your child will need after discharge. Sometimes it takes several months to get into the doctor or therapist of your choice.

Remember that you are an important part of your child's treatment team. We value your input as the person who best knows your child.

## **Sexuality**

At Orchard Place, we strive to provide children with adequate and current knowledge of human sexuality. This will enable children to clarify and appreciate their values and attitudes as they relate to family, society, and sexuality.

Some residents have been sexually abused and this often leads to confusion about sexuality, exaggerated fears, and sexualized relationships. This is another reason we want to make sure children receive accurate information about issues of sexuality. At Orchard Place, we address these issues in Safer Choices Training (HIV/AIDS

prevention), Safer Choices Group (sex education), Survivor's Group, Offender's Group, and Social Skills Group.

Orchard Place staff actively discourage romantic relationships between children under our care because this is disruptive to the peer groups and to each child's ability to focus on his/her treatment goals. While dating (non-Orchard Place peers) with parental consent may be an earned privilege for some of our older residents, staff actively discourage children from pursuing any sexual relationship due to their age and, again, their need to focus on treatment goals. However, we realistically note that some children will choose to have sexual relationships and do not have the impulse control to make safe choices. It is our intent to assess each child with parental input in regard to his/her level of need for sexual education, birth control and safer sex education. Our assessment and recommendations will be communicated to the parent(s) in an effort to maintain a cooperative relationship with the family.

While there is concern that an adolescent may be sexually active and is not practicing safe sex, contraceptive devices may be reviewed as a means of preventing a sexually transmitted disease or pregnancy. The initiation of birth control procedures is never to be understood as permission for engaging in sexual activity.

## **Birth Control and the Prevention of Sexually Transmitted Diseases**

If the child, parent/legal guardian, or a member of the Orchard Place treatment team recommends that the resident receive contraceptive devices (or a child is admitted to Orchard Place with contraceptive devices):

1. This issue is discussed with the parent/legal guardian and the child (as needed and appropriate)
2. The parent/legal guardian signs a consent form and a member of the Orchard Place staff signs as a witness.
3. The parent/legal guardian and/or child will be given the opportunity to obtain information/education regarding the use of contraceptive devices. The plan for how to do this will be individualized for each child and family.
4. The child will be referred to a physician or community agency to obtain the contraceptive device(s).

It is the policy of Orchard Place to provide information and education on HIV/AIDS and other sexually transmitted diseases to Orchard Place children. These guidelines shall be individually applied, taking into consideration the psychological, physical, and behavioral characteristics of the individuals involved. Children of Orchard Place who know or suspect they are infected with the HIV virus are encouraged to seek medical treatment and assistance from community support groups and medical services.

It is also policy of Orchard Place to promote that “the safest sex is no sex” or an abstinence policy.

Consistent with federal and state discrimination laws, it is policy of Orchard Place not to unlawfully discriminate against any child because he or she may have AIDS and/or AIDS-related condition, or may have tested positive for the HIV virus.

## **Dietary Services**

A child may be referred to the registered licensed dietician. A special diet may be ordered. Goals are to instruct or educate your child about their newly prescribed diet. Nutrition education is provided and dietary goals are set. Milieu Treatment Counselor staff are also given directions regarding the child’s special diet. They play an important role in helping implement and monitor the special diet, and support and give feedback to the child. The dietitian may refer children on a special diet to attend a regularly scheduled exercise class designed by the Activities Director.

You can help support your child on his/her special diet. This is especially important when you come to visit and take your child out to eat. Your child has been given printed materials explaining his/her diet, and these guidelines should be followed on home visits as well.

The consulting dietitian also provides consultation to the cook in menu preparation for all children in residence, as well as to the milieu treatment staff.

A child’s cultural, religious, and ethnic food preferences are honored when possible, unless contraindicated. Please discuss any special dietary needs with your child’s therapist. The dietician and/or dietary staff are available for consultation.

Due to the presence of food borne illnesses in our community, only prepackaged, commercially prepared foods can be shared with our clients. If families bring homemade items, they can only be given to their child.

## **Volunteer Program**

Orchard Place is fortunate to have many friends in the community who offer their time and talents to provide additional help to our staff and additional fun to the children. Volunteers serve as tutors, mentors, unit assistants, and classroom assistants. They do not receive any payment for their work at Orchard Place. They come just because they care about the children and they want to help.

## **Religious Involvement**

If you and your child wish to continue his/her religious affiliations, there is the opportunity once the child can handle himself/herself responsibly in the community. When you or your child wish to attend church services or other religious activities such as Confirmation classes, youth groups, you will be asked to designate the church program and help arrange for transportation. Clergy are welcome to visit children on-campus at the request of parents, children or clergy. There is also an on campus opportunity for residents to learn more about religion in a Religious Education Group lead by MTC staff.

## **Confidentiality / Privacy**

It is the policy of Orchard Place to treat in strict confidence all information about the children and families we serve. We will follow all the Federal Health Information Portability and Accountability Act (HIPAA) policies.

You will receive a Privacy Notice from us which describes how health information about your child may be used and disclosed. Please review carefully.

Throughout the year there are special events at Orchard Place. We have parties at Halloween, Thanksgiving luncheons, and special winter holiday activities. During these special occasions, your child's therapist, teachers, people from the community and other staff may be present. Some of these activities may occur off campus. There may be times and situations that people from the community or those sponsoring special events may be aware that your child lives at Orchard Place, if your child attend these functions. It is important to discuss with your child, unit staff, or therapist if you are worried about your child's confidentiality during these activities. If you do not want your child to attend for this reason, please let the staff know.

During admission, a picture of your child will be taken and placed in his/her chart. This is for identification purposes. Orchard Place staff may occasionally take pictures of the children during special events for unit scrapbooks or bulletin boards. Children may take pictures of each other with their own cameras. We will not restrict this unless you or your child asks us. Please respect each child's privacy by not taking pictures or videotaping children other than your own.

## **Grievances**

Orchard Place prohibits discrimination in the delivery of services to children and families on the basis of race, color, national origin, gender, age, religion, creed, disability, or sexual orientation. Any Orchard Place child or parent who has a dissatisfaction with decisions concerning them and/or services provided may follow the grievance policy.

If your child has a grievance, the procedure to be followed is outlined in the Resident Handbook. The parent/guardian will be informed of the child's grievance by the therapist.

If the parent/guardian has a grievance, he/she may discuss the issue directly with the child's therapist or the program coordinator. At the time the complaint is initiated, the parent will be given a new copy of the grievance procedure. If no satisfaction is obtained, the parent/guardian may take the grievance to the Vice President of Residential Services. If it still is not resolved, then it may be taken to the Chief Executive Officer who will refer the matter to the Executive Committee of the Orchard Place Board of Directors for further study.

The parent/guardian will be informed of the resolution of the complaint in writing. A copy of this notification will be kept in the child's file. The entire process will occur with 30 working days.

Prompt discussion of a grievance will improve the likelihood of a satisfactory and reasonable solution.

If, at any point, in the process the child or parent/guardian needs assistance, there are individuals on staff who are designated to assist with the process. The receptionist has a list of those advocates. The list of children and parent advocates is also posted on each unit.

During this process the child and/or parent/guardian are also welcome to contact Joint Commission on Healthcare Accreditation (JCAHO), [www.jcaho.org](http://www.jcaho.org) or phone: (630) 792-5636.

## **Discharge Planning**

Discharge planning begins at the time of admission and is a critical part of the treatment process. The appropriateness of the discharge plan is constantly evaluated through family therapy and psychiatric staffings.

After-care services are developed and scheduled prior to discharge, such as In-Home Family Centered Services, Outpatient Therapy, Day Treatment, Foster Care and Respite Care.

## **Miscellaneous**

Children may bring their favorite toy, doll, stuffed animals or standard twin size bedding, standard bedding is also available on the unit. It is often most comfortable for the child if they bring their initial supply of toiletries. They may want to bring books, games, or posters for their walls. Individual sports equipment such as tennis racquets, baseball gloves and footballs may be brought later if needed. Sports equipment for

group activities such as basketball, football and softball are furnished at Orchard Place. Bike helmets are encouraged, if available.

Holidays are observed at Orchard Place. Each unit will observe your child's birthday by having a cake and a small party with other members of the child's unit.

Staff members are prohibited from receiving any gifts, favor or hospitality from clients during their employment at our agency. Clients wishing to make donations to the agency may contact our Development Office directly.

The involvement and comfort level of your family is very important to us, so please let us know your concerns and needs.

## Telephone Numbers

<b>Orchard Place Main Telephone Number</b>	<b>515/287-6781</b>
Carolyn Hejtmanek, <i>Vice President of Residential Services</i>	515/287-9609
Dr. Donner Dewdney, <i>Medical Director</i>	515/287-9619
Dr. Lynn Mousel, <i>Psychiatrist</i>	515/287-9603
Shari Thompson, <i>Campus School Principal</i>	515/287-9703
Lori Dawson-Weeks, <i>Director of Admissions</i>	515/287-9615
Amy Moss, <i>Admissions Coordinator</i>	515/287-9628
Talli Smith, <i>Admissions Coordinator</i>	515/287-9712
Amy Payne-Johnson, <i>Activities Director</i>	515/287-9657
Ellen Qualls, <i>Dietician</i>	515/287-9653
Deb Gerlitz, <i>Director of Health Services</i>	515/287-9637
Nursing Clinic	515/287-9651
Child's Therapist: _____	515/_____
Child's Program Coordinator: _____	515/_____
Child's Psychiatrist: _____	515/_____
Child's Unit: _____	515/_____
Child's Unit Supervisor: _____	515/_____

Revised February 2009

