

# Family Handbook



Developing Strong Futures



**ORCHARD PLACE**

925 SW Porter Avenue

Des Moines, IA 50315

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## *Developing Strong Futures*

This handbook 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 the decision you have made. Children living at Orchard Place are generally from Iowa, are both boys and girls and are between the ages of ten and seventeen at the time of admission. They have a variety of psychiatric diagnoses which contribute to their inability to live in their homes or their communities, and symptoms are typically demonstrated by aggression, runaway episodes, self-destructive acts, truancy, depression, school failure, and withdrawal from friends and family. Orchard Place offers an individualized program that provides twenty-four hour supervision, safety and consistency.

### **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. 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.

### **Family Involvement:**

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.

As an agency, we will consult with you on important decisions such as medication changes, treatment plans, health care and discharge planning. The unit staff will conduct a weekly update to provide you with information on how your child has done on the unit. We have found that children benefit most from treatment when our staff and parents work closely together and we support the rights provided to you.

Through weekly family therapy sessions, 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 organization accommodates the right of the individual served to request an internal review of his or her plan of care, treatment, or services. Orchard Place respects the right of the individual served to refuse treatment in accordance with law and regulation; however, Orchard Place is obligated to fully inform the individual and parent about its responsibility, to potentially terminate the relationship upon notice, or to seek other treatment options for the family.

### **Your Role & Responsibilities 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:

## **Speak UP – Know your rights**

This is a national campaign which was started in 2002 by the Joint Commission. Orchard Place supports this effort to encourage all patients to become involved in their healthcare decisions.

- 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.
- Know what medications your child is taking and why. Keep track of dosages, including increases and decreases. Inform a staff member if you notice a side effect or if something appears or seems different.
- 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. Freely share your expectations.
- 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 and all doctor and therapist appointments.
- 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.

Pay attention to the care your child receives. Get to know the people on your child's team.

Ask a trusted family member or friend to be an advocate if a situation becomes overwhelming.

Join a support group. Ask about Love and Logic, or our Mindfulness classes.

Participate in weekly family therapy. Keep in close communication with your child's therapist and treatment team. Attend psychiatric and educational staffings.

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.

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

Orchard Place is committed to protect your client rights, as stated 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. Consumers have the right and responsibility to fully participate in all decisions related to their health care. Consumers who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members or other conservators.
6. All children will be treated with dignity by the staff.
7. Each child will participate in an educational program at school 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 Campus Vice President.
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 or 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. Consumers also have the right to review and copy their own medical records and request amendments to their records.
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.
26. Consumers have the right to receive accurate, easily understood information and assistance in making informed health care decisions about their health plans, professionals, and facilities.

## **Admission**

We will need medical information about your child, including documentation of your child's physical, vision, hearing and dental examinations, immunization records and current medications. If your child has had a physical exam within past 12 months, vision exam within past 12 months and dental exam within past 6 months, we will need records of those visits. We will also need basic data such as your address, phone number and insurance coverage. You will enroll your child in the on-campus school program and sign permission forms for treatment to begin with your child. You will meet with your child's therapist to develop his/her treatment plan, phone contract and review the emergency treatment procedures. Your next therapy 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 at admission. You are encouraged to share your concerns with your therapist.

Upon arrival to the unit, 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.

Each unit is co-educational, accommodating space for 10-15 children. Your child will be assigned to a single or double room based on availability and individual need. The bedroom is furnished with a desk, chair, dresser, bed, drapes, carpeting, and bulletin board or chalk board. Your child may bring his/her own possessions, clothing, and personal decorations for his/her room.

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. Breakfast, lunch, dinner and snacks are provided seven days a week.

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

The Orchard Place Campus School is located on the main campus and educational services are provided by the Des Moines Independent Community School District. 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. 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 values your involvement in developing an appropriate educational plan.

During the school year residents attend school on M, T, Th, F from 8:30a-12p and 1p-3:05p. Residents return to their living until from 12p-1p for lunch. On Wednesdays residents attend school from 8:30a-12:30p.

Summer school is required for residents, however students do not attend for the full summer. School hours are Monday-Thursday 9a-12p.

## **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. 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. Again, we request that visits are scheduled with the therapist in advance for reasons stated above, as well as to order medications to send home with the child.

### PURPOSE

We believe regular, predictable family contact is very therapeutic for children and should begin immediately, at least on campus. Progressing toward home visitation is an important part of treatment. Home visits relieve children's anxieties about being away from home, are helpful in evaluating progress, are powerful motivators for children to make progress, provide practice for the child in transferring new behavior to the home environment, and provide practice for the parent who may wish to make changes in managing their child at home.

## SCHEDULING

Family contacts are scheduled through the therapist. Exceptions are when there is a court order restricting visits. Assuming no such restrictions, visits usually begin on campus and progress to off campus and then to home visits as the child makes progress on his/her treatment goals. Children coming from another placement who have already progressed to home visitation may be best to continue those with minimal disruption. How soon or how quickly home visits are scheduled is a clinical decision made by the therapist in coordination with parents, the child, and the treatment team. However, home visits scheduled too soon or too frequently can raise rather than lower anxiety and can diminish the child's motivation to progress.

**Medications for the visit will be requested by the therapist and ordered by nursing. Orchard Place's pharmacy requests medication be submitted three business days in advance for a weekend visit and one week in advance for vacations, spring break and holidays.**

## PREPARATION

The therapist discusses the purpose of home visits with the parents and resident, emphasizing the treatment aspects. Parents are recommended to have the same routines and expectations during visits that they will have once the child is home for good. Treating the child as a guest or not expecting the child to do chores, etc as will be expected in the future will make adjustment home at discharge more difficult. For residents with an explosive history, a plan should be in place should aggression occur at home. Parents are recommended to remove guns from the home as experience has shown that locking guns and separating them from ammunition is not always sufficient. Medications should be secured in situations where children have been self harmful. Children who have a history of trauma and fear repeated assault should have a safety plan in place prior to beginning home visits. The whereabouts of past abusers should be discussed and a plan established should the child inadvertently have contact. The therapist reviews with parents our precautionary levels and recommendation that should the child be restricted to campus due to unsafe behavior, any off campus visit planned will occur at Orchard Place instead.

## PICK UP

Should behavior prior to a visit be concerning but not result in campus restriction, unit staff inform the parents of the behavior so the parent is aware and can respond as appropriate. Unit staff are available to be sure the parents understand when and how to give medications during visits, and will involve nursing staff as needed for questions or concerns. When medication hand offs occur for off campus visits the parent/guardian and staff will sign off that medication was accounted for and proper hand off communication occurred.

## RETURN

It is very helpful for parents to come into the building with their child when returning from a visit. Talking with staff in the presence of the child about what went well and what needs improvement can be very helpful to the child's adjustment back to the unit and to the overall treatment. When needing to speak with staff privately, let staff know of this need or telephone back. Children's pockets, bags, shoes, and coats are checked upon return to assure all items are safe and appropriate for the milieu. For children who may hide or try to sneak things in, parents and staff will need closer than normal communication about what the child is taking home and bringing back. A more extensive search protocol when the child returns may be done of the child's items. If needing to return a child early due to acting out behavior, it is helpful if parents can call the unit first to inform staff. Providing details of the situation to the staff upon



return helps them assure immediate safety and gives all staff a better chance to help the child resolve that incident.

### HOLIDAYS

We support children being home with their families for the major holidays even if they have not progressed in treatment to the point of regular home visits, provided parents and staff believe the child is safe to do so. Such visits are generally limited in length to what is needed for celebration of the holiday.

### 5:2's

Residents being home to attend school there during the week and at Orchard Place on weekends is referred to as "5:2"s. This is not a regular part of the treatment process but is useful in specific situations. Five-twos can be helpful for children who have had past problems at home with school attendance, or problems with morning and bedtime routines. Five-twos are best scheduled close to discharge but soon enough before the end of treatment to problem solve issues that come up. We are limited by DHS regulations as to how many nights a child can be away from treatment. These are tracked by calendar year, not by the date of admission. The therapist is responsible for keeping track of this.

## **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.

Each child and family has an Individualized Care Plan with goals and objectives geared to alleviate symptoms which led to placement, as well as to address family goals.

Residents on each living unit are offered 15 hours of therapeutic groups. This includes, but not limited to Social Skills Groups which focus on listening skills, problem-solving skills and anger management skills. Orchard Place is a Character Counts community, therefore we teach 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 relaxing. Evening hours may be spent in recreational activities, participating in therapeutic groups, 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. The therapist will work to establish a positive relationship with you and your child to encourage changes that need to occur before discharge.

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.

## **Behavior 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.

For some children, emergency treatment procedures, such as the use of restraint and seclusion may be utilized in accordance with Orchard Place written policies. 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. 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.

At Orchard Place, we use Therapeutic Aggression Control Techniques, also known as TACT. This technique emphasizes verbal de-escalation. The Milieu Treatment Counselors (MTC's) learn to differentiate between emotional and deliberate behaviors which allow MTC's to identify if a counseling response or corrective response would be most beneficial. If these techniques do not work and a situation is immediately dangerous, as in harm to self or others, the crisis response technique will be utilized. The crisis response technique includes verbal redirection, verbal removal and if unsuccessful, staff may have to physically restrict or restrain a youth. MTC's learn self-protection techniques, standing holds and as a last resort - floor restraint. No prone restraints are used. The only time a floor restraint will be used is if the youth cannot be maintained safely in a standing hold and cannot be safely escorted to the TOR.

## **Recreational Services**

An Activities Director is on staff to oversee individual and group recreation experiences for your child and 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.

## **Therapy Groups**

Orchard Place offers therapy groups 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. 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 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.

On-campus jobs are available and include being a Cook's Helper. Children who wish to apply must have the approval of their treatment team based on agency guidelines. 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.

## **Medical Care**

Nursing staff monitors and coordinates your child's medical care and are available to address your concerns. Nurses are available between the hours of 7:00 am and 11:00 pm seven days per week and on call after hours 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.

It is required that each child has a physical exam including hearing, vision and dental exams. If you have records of exams within the past year, please provide Orchard Place with the results. If your child has not had these exams, he/she will receive these upon admission or when needed. The unit staff transport youth for eye and dental exams.

If your child has been receiving medical services from a specialist (examples might be for diabetes, seizures, thyroid disorder, etc.), we will want to know who that provider is so we can continue that specialized treatment. If your child has follow-up appointments with specialists or is newly referred to a specialist, we recommend the parent/guardian transport the youth to the appointment so you can ask your questions and hear the information directly. Nursing will coordinate these specialist appointments with your schedule. In the event you are unable to do this, then unit staff will transport. Additionally, we continuously monitor for infections, and ongoing review with staff and children (throughout the year) about hand washing, cough hygiene and updating immunizations.

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.

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.

## **Sexuality**

Some residents have been sexually abused and this often leads to confusion about sexuality, exaggerated fears, and sexualized relationships. Therefore, 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.

## **Gender Identity**

### **A. Use of Preferred Name**

1. All youth may request that Orchard place staff use a preferred first name, and the gender with which they identify if applicable, rather than their legal name. All staff will comply with such requests and youth need to report noncompliance to the Program Coordinator or Milieu Treatment Coordinator. Youth will be referred to by the pronoun that they state reflects their preferred gender identity or expression.

In addition, family members of the youth will also be identified by their preferred name and pronoun.

2. A discussion will occur during family therapy with parents/guardians if a youth chooses to use a name or pronoun that is different from those assigned at birth. The therapist will meet with the youth prior to this session to explore the potential consequences of this notification for the child and to make a safety plan, if needed.

### **B. Bedrooms**

Orchard Place shall make every effort so that the transgendered youth are housed in a facility that can provide individual sleeping quarters to allow for privacy. Transgender youth will not automatically be housed according to their gender assigned at birth. Orchard Place will make housing decisions for transgender youth based on the youth's individualized needs and that prioritize the youth's emotional and physical safety. Orchard Place shall take into account the youth's perception of where he/she will be most secure, as well as any recommendations by the youth's medical and mental health providers.

### **C. Bathroom Facilities**

Bathroom facilities shall take into account the safety and privacy needs of transgender and gender non-conforming youth. All youth shall be allowed to use individual bathrooms with the ability for private use.

D. Hair and Other Personal Grooming

Grooming rules and restrictions, including rules regarding hair, make-up and shaving shall be the same for all youth regardless of LGBTQ status. A youth shall not be prevented from using, or disciplined for using, a form of personal grooming because it does not match gender norms. Transgender and gender non-conforming youth shall be permitted to use approved forms for personal grooming consistent with gender identity.

E. Clothing

Youth at Orchard Place shall be permitted to wear clothing consistent with gender identity. Youth will be made aware that they are always able to wear undergarments and/or other clothing of their identified gender.

F. Documentation

Orchard Place will document the transgendered youth's legal name in the record for billing and auditing purposes. All client-specific documentation such as progress notes, daily logs and other client records will reflect the youth's preferred name and pronoun.

G. Gender Segregation

Orchard Place youth are occasionally split into gender groups due to therapeutic programming or other needs. Transgendered youth will be allowed to join the gender group they identify with.

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

It is policy of Orchard Place to promote that "the safest sex is no sex" or an abstinence policy. However, if 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 and recommendations will be made to the family on a case-by-case basis.

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.

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**

Orchard Place contracts with a registered, licensed dietitian who provides nutrition education and sets dietary goals. 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. 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.

Orchard Place participates in various Child Nutrition Programs of the U.S. Department of Agriculture and as such, complies with the following policies:

### **USDA Non-Discrimination Statement**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) , and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov) .

### **Iowa Nondiscrimination Statement**

It is the policy of this CNP provider not to discriminate on the basis of race, creed, color, sex, sexual orientation, gender identity, national origin, disability, age, or religion in its programs, activities, or employment practices as required by the Iowa Code section 216.6, 216.7, and 216.9. If you have questions or grievances related to compliance with this policy by this CNP Provider, please contact the Iowa Civil Rights Commission, Grimes State Office building, 400 E. 14th St. Des Moines, IA 50319-1004; phone number 515-281-4121, 800-457-4416; website: <https://icrc.iowa.gov/>.

## **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 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.

## **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 attends 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 unit staff may occasionally take pictures of the children during special events for unit scrapbooks or bulletin boards. Children may not take pictures of each other. If you are taking pictures of your child on campus, 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 dis-satisfaction 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. You may choose your own advocate.

During this process the child and/or parent/guardian are also welcome to contact Joint Commission (JC), [www.jointcommission.org](http://www.jointcommission.org) or phone: (630) 792-5636. You may also contact the Iowa Department of Human Services or the Iowa Protection and Advocacy Agency at 950 Office Park Road, Suite 221, West Des Moines, IA 50265, 515-278-2502.

## **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.

## **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.



## 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

Sex, drugs, alcohol, skulls, and ghosts 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. Electronic razors only. **Aerosol cans, razors, and handheld pencil sharpeners 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 as well as pictures of family members or pets.

**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/iPads/Nooks or burned CD's due to the difficulty in monitoring appropriate content. 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.

Orchard Place is licensed by the  
Iowa Department of Human Services  
(DHS)

Orchard Place is accredited by the  
Joint Commission

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