Eau Claire Academy

Clinicare Corporation



Resident Handbook

Eau Claire Academy
550 North Dewey Street
Eau Claire, WI 54703
(715) 834-6681

(rev: 2/06/14)



Table of Contents

Introduction 4

Mission Statement & Core Values 4

Resident Rights 5

Resident Responsibilities 6

Expectations in Treatment 7

Program Description 8

- Treatment Program 8

AODA Unit 10

Balance Level System 11

Interventions 11

Family Contact 13

- Letters/Calls 13
- Visits 13
- Home Passes 13

Personal Possessions 14

- Allowance/Incentive 14
- Clothing 14
- Personal Items 15
- Allowed Items 15
- Disallowed Items 16

Resident Concern/Grievance Procedure 17

Use of Resident Complaint/Grievance Form 17

Grievance Procedure 17

Eau Claire Academy Disaster Plan 18

Notice of Privacy Practices..... 20

Introduction

Eau Claire Academy is a residential treatment center. It is owned by Clinicare Corporation of West Allis, Wisconsin. It is licensed by the State of Wisconsin Department of Children and Families. It is also accredited by the Council on Accreditation (COA). The Academy can serve up to 135 residents who are between the ages of 10 and 18.

Treatment issues that you can work on here may include emotional problems, behavior problems, learning problems, abuse and trauma issues, peer and family problems, chemical abuse problems, and sexual abuse problems.

Mission Statement

*The mission of the **Eau Claire Academy** is to improve the well-being of the children in our care.*

Core Values

We Value…

- **RESPECT** – demonstrating an appreciation for the diverse backgrounds, lives and experiences of all people.
- **RESPONSIBILITY** – facing all challenges as a community with consistency and accountability.
- **COMPASSION** – offering genuine validation, empathy, and support while encouraging healthy choices.
- **INTEGRITY** – role-modeling honesty, dependability, and dignity even in times of difficulty

Resident Rights

Resident Rights, Responsibilities, and Expectations

Eau Claire Academy supports and protects the **fundamental human, civil, constitutional, and statutory rights** of each resident. Below are your rights and responsibilities while you are at the Academy.

All residents are entitled to equal treatment and the right to be free from bias and harassment regarding race, gender, age, disability, spirituality, and sexual orientation. Any resident who feels that they have been denied equal treatment should file a written grievance with the Resident Ombudsman (resident advocate) using the **Resident Grievance/Complaint form.**

Some rights may be limited because of your treatment or security needs; this will be explained to you and specified in your treatment plan.

RESIDENT RIGHTS

Personal

- to participate in religious worship
- to choose and wear your own clothes and personal articles within the guidelines of our dress code
- to have reasonable private storage space and housing
- to have privacy in dressing, toileting and bathing
- to freely send and receive U.S. mail (You will be asked to open your mail in staff's presence)
- to use the telephone during reasonable times
- to see visitors in appropriate visiting places
- to be filmed or taped only with your permission
- to file a grievance without interference or retaliation
- to be free from bias or harassment regarding race, gender, age, disability, spirituality, and sexual orientation.

Treatment Rights

- to live in a clean, safe, and pleasant environment
- to be treated with consideration and respect
- to know by name the staff working with you
- to courteous and respectful treatment
- to be involved in developing your treatment plan
- to be involved in staffings regarding your progress

- to refuse involvement in any experimental treatment or research
- to be treated in the least restricted environment that can effectively carry out your treatment plan
- to have your information about treatment kept confidential within the treatment team
- to sign Informed Consent(s) forms for use of psychiatric medication
- to be free from seclusion or physical holding except in cases of danger to self and/or others
- to have a job as part of your Individual Treatment or Vocational Plan
- to review your treatment record with your therapist
- to have rules and expectations consistently enforced
- to request a review of your treatment and treatment plan
- to refuse treatment services and to be informed of the consequences of such refusal

Legal Rights

- to be informed of your rights in writing prior to placement and to have a copy of them
- to access protection and advocacy services (MN residents may contact the Mental Health Ombudsman for State of MN, telephone 1-800-657-3506 fax 651-296-1021)
- to bring an action for damages against persons violating your rights to confidentiality
- to petition a court for review of your placement
- to contact your attorney

RESIDENT RESPONSIBILITIES

You have rights, but you also have responsibilities. There are many adults you can talk to. Think before you act and you are likely to feel better about yourself and others. While you are a resident at the Academy, you will have many opportunities to learn about yourself. You can also learn much about life, as it is now and how it can be in the future.

It is your responsibility...

- to read the Resident Handbook and ask staff to explain anything you do not understand.
- to provide accurate and relevant information, so that you receive the appropriate services
- to stay in treatment at the Academy (do not leave without permission).
- to practice your treatment plan.
- to talk to your staff about your thoughts and feelings.
- to do your daily chores such as making your bed and keeping your room neat

and clean.
- to treat your fellow residents respectfully.
- to attend school and to do your best.
- to take part in unit, group and special activities.
- to be honest with your family about how your treatment is going.
- to respect others and the environment.

You are expected to work towards becoming a 'safe' person if you are not one already. This means:

- You understand that you have problems with how you handle your thoughts, emotions, and behavior.
- You are responsible for your emotions and behavior.
- You will respect yourself, others, and the environment by:
    - not hurting yourself or others, or be violent in any way.
    - not smoking or using drugs or alcohol.
    - not engaging in any sexual activity.

Your individual treatment plan always takes precedence over these rules of conduct if there is a conflict.

EXPECTATIONS IN TREATMENT

You must remain under staff supervision when on activities, either on-grounds or off-grounds.

You are expected and encouraged to give input into your own treatment, assisting with setting healthy treatment goals, and reviewing your own progress through discussion with staff and use of self-awareness tools.

If you go on family visits or day passes, you are required to return on time to the Academy or to the designated area for transportation. Day visits must return by curfew (9:00 p.m.)

You are expected to maintain your own personal care and hygiene, and to ask for assistance with these processes when needed. You will be issued hygiene supplies upon admission and thereafter when needed. Staff do not assist with client bathing processes.

Effective discipline is a crucial and necessary part of a therapeutic environment, needed to maintain safety and teach healthy and socially acceptable behaviors. Discipline is used only as a method to help residents evaluate their behavior, its effect on others and probable outcomes in such a way as to allow the individual to alter their

behavior. Praise and reward for positive behavior is one of the most significant behavior management techniques. Use of consequences such as limitation of privileges or creative consequences that assist in learning healthier coping skills may be utilized. Fair and reasonable restitution may be expected of a resident who destroys or damages property. This is determined on a case by case basis.

You may **appeal** a consequence by contacting the resident ombudsman and asking to have the consequence reviewed. This may be done verbally or in writing. A **Resident Concern form** may be completed to request the review. The Resident Ombudsman will review the incident and the consequence assigned, to determine if it was fair, reasonable, and applicable. The Resident Ombudsman, the building supervisor, or the staff issuing the consequence may change or remove a consequence.

Program Description

Treatment Program

You may be **interviewed** prior to being accepted for placement at the Academy. If so, a representative of the Academy may visit you for the interview. Once you have been accepted for treatment, a placement date will be set. Your parent(s) / guardian(s) are encouraged to come with you and your Social Worker/Probation Officer (if applicable) for the **admission day**. At that time, you will meet with people who will explain the program to you. If you have not already been interviewed, you might be interviewed at that time.

You might be placed on a **Precaution Status** to ensure your safety and the safety of those around you. **Run Precaution** may be used for residents who have a history of running away or who currently have urges to run away. **Self-Harm Precaution** is used with residents who have had self-harm behaviors or urges. **Boundaries Precaution** may be used with residents who have had problems with sexual boundaries or interpersonal space. **Harm to Others Precaution** may be used with residents who have been aggressive or harmful to others. The goal of all precautions is to maintain safety and to give extra support to you when you need it, so that you can keep yourself safe.

During the first few weeks that you are at the Academy, you will be seen by several professional staff members who will gather information from you in an **Assessment Process.** This information will be used to create the best treatment plan and program possible for you.

You will have a Therapist assigned to work with you. Your **Primary Therapist** will see you for individual therapy. The **Unit Therapist** on your living unit will see you for

group therapy most days. Your Therapist will work closely with you to help you complete your treatment program as soon as possible. You might also be assigned a **Case Manager**, who will help with contacting your family and making sure you have the things you need to complete your treatment.

Around the end of your first 30 days of placement, an **Initial Staffing** will be held. This is a meeting which will go over the results of your evaluation and how you have been doing in your first month of treatment. You are always invited to be present at your staffing, as are your parent(s)/guardian(s) and agency worker. Staffings will happen every two to three months after that, to continue to review your progress in treatment.



An **Individual Treatment Plan (ITP)** will be created with your input to describe all the areas that you will be working on in treatment. Understanding this treatment plan will help you complete your program. Your Therapist or Case Manager will review the Treatment Plan with you regularly.

Planning your **discharge** starts as soon as you are placed at the Academy. Your Therapist or Case Manager works with you, your parent(s) / guardian(s), and your placing agency to determine when and to where you will be discharged. You might also be assigned an **Aftercare Worker** or **Reintegration Worker** who will help set things up for you in your community when you return there.

You will stay on a **Living Unit** with about 8 to 10 other residents who are about your age. You might have a roommate. **Residential Treatment Workers** will supervise and take care of you. With your unit peers, you will share chores, go to meals, prepare for school, participate in group therapy, and take part in recreational activities.



During your stay at the Academy you will have regular meetings with the **Psychiatrist**. He/she will assess you for mental health and emotional issues. The psychiatrist may prescribe **medication** for you. You and your parent(s)/guardian(s) will be asked to make the decision to consent to the prescribed medication. If you were already prescribed a medication prior to coming to the Academy, the Psychiatrist at the Academy will review this medication to determine if you will continue on that medication. In order for you to take medication at the Academy, your parent/guardian must give permission and sign for that, even if you had already been taking the medication. The Academy must also have a copy of the prescription from the doctor who prescribed the medication for you.



All medications at the Academy are <u>crushed</u> for safety reasons. You will be given a choice of taking crushed medications in either kool-aid or in applesauce. Some

types of medications are not used at the Academy. These are usually medications that might be very addictive. The Psychiatrist at the Academy can discuss this with you, if this applies to one of your medications.

Your **medical care** will be provided through the Academy during your placement. You will be given a physical examination and will be transported for any local medical appointments as needed. You will have a **dental check-up** every six months and dental treatment when necessary. **Nursing services** will work with you on any medical needs such as prescribed medications or other treatments as necessary. The nutritional program is also overseen by the Nursing Department, to ensure a balanced diet. Additional food from home is not necessary and is discouraged.



If you have health concerns while you are at the Academy, you may fill out a **Sick Call Form**. You may place this in the sick-call box located outside the medication room door, or your staff can give this form to the Nurse, who can then assess the health concern. Notify staff of more urgent concerns, so that these can be dealt with more immediately.



While in placement you will attend **school** at Eau Claire Academy. Each student is evaluated and placed in a classroom according to his/her abilities. The classrooms are individualized, which means you will work at your own level in Math, Art, Social Studies, and Literature. You will also attend elective classes in areas such as: Art, Music, and Physical Education. The Academy also has a Summer School program, which is combined with the Summer Recreation Program. If you are a high school student and you receive passing grades at the Academy, you can receive **school credit** for your work.

Recreation activities are provided at the Academy. These activities might include things such as: use of a local swimming pool, intramural sports, movies, walks, biking, dances, picnics, arts and crafts, use of the on-grounds gymnasium and outdoor recreation areas, as well as other seasonal activities.



AODA Unit: If you are at the Academy for drug/alcohol treatment, please be aware of the following:

1. **You will be searched upon entry and re-entry to the program, to ensure that you are not bringing harmful substances/contraband into the facility. This is for everyone's safety. The search will include you changing clothing and demonstrating that you are not hiding anything in or under your clothing. Your dignity will be preserved throughout this process.**
2. **You will not have any home passes or outside passes during your first 30 days in placement. This is to assist you in focusing on your program and moving past the initial urges and cravings you may have.** **AODA / CD**



Balance Level System

There is a **privilege level system** at the Academy. Each higher level will give you more privileges. You will start on the **Standard** level and will have standard privileges. You will be asked to fill out a daily form called the Individual Review Tool, where you will rate yourself on goals and skills you are working on at the Academy. As you meet goals, you will earn more privileges. You will be on the Standard level for the first 3 weeks you are at the Academy. After that, over time you will be able to work your way up to the **Earned 1** and **Earned 2** levels. Each of these levels will give you more privileges.

If you are showing untrustworthy behavior (such as stealing or running away), you may be placed on a **Trust Violation.** This means that you do not have extra privileges for up to 1 ½ days. If you have more serious dangerous behaviors (such as serious aggression to someone else or having a weapon), you may be placed on a **Safety Violation**. This means that you do not have extra privileges for up to 3 days.

Interventions

The Academy believes that all people have the right to be treated with dignity and respect, and to be free from harassment and bullying. The Academy will also make sure that the environment is safe for all residents. The following is a list of **Interventions** that are used with residents who have problem behaviors or unsafe behaviors.

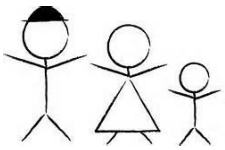
- **Verbal Intervention:** Talking and listening to the resident is always the first intervention that staff try. It is best for you to be able to respond to that intervention and resolve your problems by talking with staff.
- **Time-Out:** Another intervention that may be used to help you collect your thoughts and regain control of your behavior is a time-out. You may be asked to take a time out in your bedroom, another location on the living unit, or in the school. Time-outs are usually short and can help you to re-think some of your decisions.
- **Safety Intervention:** Eau Claire Academy uses Safety Interventions to keep residents safe when needed. Precautions that may be used are: **Runaway Precaution, Boundary Precaution, Self-Harm Precaution, and Harm to Others Precaution.** Staff may enter any room and check on a resident to make sure a resident is safe if a resident does not respond to staff knocking on their door or calling out their name. If you are on Self-Harm Precaution, you may need to be monitored closely by

staff. You may be asked to talk or otherwise assure staff of your safety, even during private times such as when showering.

- **Third-Party Intervention:** Core Staff and Crisis Intervention Workers are people who provide intervention, in addition to the Residential Treatment Workers and teachers. At times, a resident would rather talk to one of them to solve their problems and help them calm down if they are upset.
- **Multi-Sensory De-Escalation Room**: The MSDR is a room that has sensory objects and activities which can help residents to calm down and begin to think more clearly. A staff is present with each resident who uses the MSDR and helps the resident to use the activities.
- **Life Space Resolution Center (LSRC):** If you are unable to respond to the previous interventions mentioned, you might be asked to take a time out in the Life Space Resolution Center. While you are there, an Intervention Specialist will be present to help you calm down and regain control of your emotions and behaviors, so that you can return to the activity that you left.
- **Alternative Learning Center (ALC) and Cool Down Center (CDC):** When you are in school, you may also need or want some time away from the classroom to calm down and think more clearly about things. The ALC and CDC are the options that will be used for this from the school setting.
- **Physical Intervention:** When a resident becomes a danger to themselves or others, physical intervention may become necessary to protect them as well as the other residents. Physical intervention means that one or more staff members may put their hands upon you and use approved physical intervention techniques to assist you in regaining control. All staff are extensively trained in physical intervention techniques so as not to harm you.
- **Seclusion Room:** At times, if a resident is a danger to themselves or others, the seclusion room may be a necessary intervention to give them a place to calm down. The seclusion room can be locked or unlocked, depending on the severity of the danger that you present. There is a viewing window which allows staff to continue to make sure that you are safe.

Trauma Informed Care is an important part of treatment at Eau Claire Academy. The Academy understands that while use of physical holds and seclusion may be necessary to maintain safety, residents must be carefully monitored regarding the effects of these interventions. The Academy continually strives to reduce the need for physical holds and use of seclusion, monitoring these interventions closely.

Family Contact



Letters / Phone Calls

Writing letters is encouraged. You or your parent may request that your mail be read to you by your Therapist or Case Manager. The Academy will provide you with paper, envelopes, and postage to write to parent(s), case workers, and attorneys.

You may **call** your parent(s) / guardian(s) with their permission. They may also call you. Your Therapist or Case Manager will set up a plan with you for the frequency of your phone calls. If you want to have someone added to your calling list, this must be approved by your Guardian and your Placing Agency. People on calling lists are to be immediate family members and approved adults. Telephone calls will be about **10 minutes** long, so that others on your unit can also use the telephone. Repeated calls with the same person in the same day are discouraged, so that you can focus on your treatment.



Visits

Approved family members / individuals may **visit you** at the Academy. This may include your parent/guardian, extended family members, siblings, legal guardian, case worker, attorney, therapist, physician, assigned mentor, religious advisor, or a case manager, if these people are a part of your case plan. Your parent(s)/guardian(s) will need to make arrangements with your Therapist or Case Manager prior to visiting. Dependent on your status in treatment, this visit may take place **either in the building or** you may be approved to **leave the building** for a short period of time with your family. If you are on the **AODA** treatment unit, all visits will be in the facility for the first **30 days**. This is to assist you in focusing on your treatment program and to help you avoid triggers to using.

Home Passes

Your **home pass plan** will be developed with your social worker/probation officer and with your parent(s)/guardian(s). It is likely that your plan will be different from your roommate's or classmates' home pass plan.

Home passes are considered an **extension of treatment,** not a vacation from treatment. Your safety and stability will determine whether or not you are able to be transported to go on a home pass.

If you are on the **AODA** treatment unit, you will not have home passes during your first **30 days.**

Personal Possessions



Allowance/Incentive

You will be given an **allowance** and you will have the opportunity to earn **incentive pay,** through your behavior on the unit and by meeting your goals in school.

You may keep up to **$10** on the living unit. This will be kept for you in the staff office. Any money beyond $10 will be kept safe for you in the Finance Department. There are times when you may withdraw that money as well.

If you owe **restitution** or if you damage property at the Academy, a portion of your allowance may be used to pay off the restitution.



Clothing

You will want to bring your own **clothes** to the Academy. Later in this handbook, you will find a list of clothes and items which you may/may not bring with you at the time of placement. If you need clothes, the Academy will buy any needed clothing.

You are expected to wear your own clothes, and you may not share them with other residents. **Borrowing and lending of clothes** or other items **will result in a consequence.**

Expensive clothing is discouraged. The Academy will **not be responsible** for the loss or damage of expensive clothing that you have brought into the building.

The Academy does have a **dress code**, which you will be expected to follow. Because the Academy is a treatment center, some items of clothing are **not allowed** or are discouraged.

- Expensive clothing is strongly discouraged as it may become lost, stolen, or damaged.
- Seductive clothing or ill-fitting clothing is not allowed.
- Gang-related clothing or otherwise negative subgroup connotations upon or within clothing are also disallowed.
- Shirts that show the stomach/midriff and tank tops are not allowed.
- Pants that hang below the waistline are disallowed.
- Thong underwear is not allowed.
- Shorts with less than a 4-inch inseam are not allowed.
- Skirts/dresses are discouraged.
- Bikini swimwear is not allowed.

Your laundry will be done for you. You will be asked to set out your laundry twice per week, so that it can be cleaned. You will need about **seven changes of clothing**.

The following is a list of **suggested clothing** to have while you are at the Academy:

- 7 pairs of pants/shorts, appropriate to the season
- 7 shirts/sweaters/sweatshirts, appropriate to the seasons
- 7 sets of undergarments (no thong underwear)
- 7 pairs of socks
- Shoes that are appropriate to the season (no flip-flops)
- At least one pair of tennis shoes
- A jacket (if needed for the season)
- Gloves/hat/boots (if needed for the season)
- Swimsuit, for summer season (female swimsuit MUST be a one-piece)

Note: Storage space is limited. Please do NOT bring more than the **7** changes of clothing needed for the season.

Personal Items

You may bring some **personal items** to make yourself feel comfortable and to provide yourself with things to do. Again, expensive or valuable items are discouraged, as they may become lost, stolen, or damaged.

The Academy is not responsible for lost or damaged items.

The following is a list of examples of some things that you may and may not bring to the Academy. These lists do not include every possible item, but are examples of items commonly asked about.

Allowed Items

- Radios/CD players
- I-pod/MP3 player without Internet access
- Books
- Art supplies
- Diaries/Journals
- Stuffed animals
- Games, puzzles
- Models with non-toxic glue
- Crafts

- Cards
- Educational material
- Electric razors (without beard trimmer)
- Handheld video games that do NOT have Internet access or inter-communication capability
- Alarm clocks
- Curlers/hair straightening irons
- Crochet hook/crochet supplies
- A pillow (must be able to be washed at the Academy)

Disallowed Items

- Glass items
- CD's with explicit lyrics or parental advisory warnings
- Expensive music players
- Hygiene supplies containing alcohol as the first ingredient
- Expensive jewelry
- High-heeled shoes
- Televisions/DVD players
- Products with harsh chemicals (e.g. Nair)
- Large video game systems (e.g. those that require a separate monitor)
- Straight razors/razor blades/disposable razors
- Computers
- Cameras/video recording equipment
- Ipods/MP3 Players which have Internet access, camera, or recording ability
- Cell phones
- Knitting needles
- Personal bedding
- Any technology with Internet capability, picture taking ability, or voice recording capability

Resident Concern / Grievance

Use of "RESIDENT COMPLAINT/GRIEVANCE" Form

Resident Complaint/Grievance Forms shall be available throughout the institution, and a resident will be given a form by staff upon request. The resident is to complete the appropriate form and forward it to the Resident Ombudsman, or the resident may be assisted by a staff member in completing the form if the resident requests assistance. If a grievance is filed, the person who reports the grievance will not be subject to adverse action. The Resident Ombudsman shall review the completed form to determine if the issue appears to compromise the therapeutic rights of the resident.

Grievance Procedure

If it is determined that the therapeutic rights of the resident have been compromised, the Resident Ombudsman shall initiate the following process to seek resolution.

1. Statement of grievance is forwarded to Primary Therapist and to the Executive Director as formal notification that a grievance is in process. This is done upon receipt of the grievance.
2. Upon receipt of a grievance, Resident Ombudsman meets with the individual responsible for the area in which grievance occurred, i.e., Therapist, Unit Manager, Youth Care supervisor, Principal, Director of Clinical Services, to apprise him/her of the situation and to secure this person's recommendations on resolving the resident's grievance. If resolved, returns to resident with proposed resolution and advises resident's Primary Therapist and the Executive Director of resolution and resident's response. If a violation of resident rights has occurred, the State Licensing Body will be notified of the incident and corrective action taken.
3. If unresolved, Resident Ombudsman apprises Management Council of the grievance and elicits recommendations for resolution. Management Council makes appropriate recommendations or may direct the Resident Ombudsman to proceed with the grievance to one or all of the following:
    a. Contact the resident's legal guardian for recommendation and proposed resolution.
    b. Proceed to the Executive Director to secure input and recommendations. The Executive Director notifies the President of Clinicare; legal counsel advice is desirable in certain cases.
4. Residents from the state of Minnesota may also contact the Mental Health Ombudsman for the State of Minnesota, telephone 1-800-657-3506 with any concerns. (fax 651-296-1021)



Eau Claire Academy
Disaster Plan

Per state licensing regulations, the Academy must provide you with an outline of our **plan of response in the case of any type of natural or other disaster**. That information follows.

In the event of a natural disaster, railroad disaster, fire, or other disaster, evacuation from Eau Claire Academy could become necessary for an extended period of time. The Executive Director, or in their absence the Core Staff Supervisor, will make the determination of the need for implementation of the Disaster Plan and the need for extended evacuation. The Director will direct all staff and residents to evacuate to the Eau Claire Memorial High School gymnasium (2225 Keith Street). If the Memorial High gymnasium cannot be utilized (e.g. if it is damaged or is an unsafe area at the time), the Director will determine a central evacuation location, to which all staff and residents will proceed.

Assessment will occur to determine if use of Academy vehicles would be dangerous, either due to damage to the vehicles or if starting the vehicles would be dangerous (e.g. if there were a chemical spill in the nearby railroad.) In the event that Academy vehicles cannot be used or moved to transport residents, the Eau Claire Area Student Transit Company will be contacted to provide transportation. Calls will be made to the Eau Claire Emergency Center to keep them updated on resident and staff location.

The public high school gymnasium will be used only as a short-term evacuation location. The Executive Director or Core Staff will assign staff to contact additional staff coverage and make arrangements to transport residents and staff from the school gymnasium to alternate pre-approved sites, including: Mayo Health System (Eau Claire Campus) , Northern Center , Quality Inn , Red Cedar Medical Center and St. Joseph's Hospital . Every attempt will be made to keep the number of locations to a minimum.

Once residents are moved to secondary locations an attempt will be made to retrieve charts, files, clothing, and resident personal items. Staff will be assigned to each unit by coverage and/or discipline. If the evacuation is longer than 12 hours, or anticipated to be longer than 12 hours, therapists and administration staff will be responsible to contact each resident's parent(s), legal guardian and referring agency, as soon as residents are in safe locations and it is feasible to facilitate this contact. They will provide, as possible, locations and contact numbers so that parent/guardian/placing agency may reach residents. In the case of any evacuation of the entire premises (even for a more brief period), parents/guardians/placing agencies will be notified after the fact.

Regular staffing, activities, and school will continue to the extent that it is possible.

The Eau Claire County Emergency Management Government or non-emergency Eau Claire Communications Center will make arrangements to provide blankets, bottled water, first aid, and communications in the event of power loss.

The nurse will notify the pharmacy with a list of where residents are located so that medications can be delivered to them in unit dosage.

Twice each year the Academy will hold walk-through evacuation drills. The disaster plan will be implemented during these drills, with the exception of locating the residents off the property. The plan is reviewed four times yearly.

NOTICE OF PRIVACY PRACTICES

CLINICARE a greater promise for life since 1967

EAU CLAIRE ACADEMY
WYALUSING ACADEMY
MILWAUKEE ACADEMY
AURORA PLAINS ACADEMY
AUBURN LAKE ACADEMY

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Privacy Notice is Effective April 14, 2003; Revised: April 1, 2005; February 1, 2013

It is the philosophy of Clinicare and its Academies that all protected health information about you, the resident, whether verbal, written, or electronically managed, is considered private and confidential and is to be used for the purpose of your care and treatment. We are required by federal and state laws to maintain the privacy of protected health information, and to give you this notice which describes our legal duties and privacy practices concerning your protected health information.

When you obtain services at the Academy program, we can use your health information for the following purposes:

1. **Treatment** - We may use and disclose your health information to provide treatment and services to you. Examples: A therapist may use your protected health information to determine the best treatment for you to address your needs. The psychiatrist may review your health information to see whether or not medication would be appropriate for you. We will share information with your county social worker or probation officer to ensure you are receiving the services you need. We may disclose your health information to other health care providers involved in your treatment.
2. **Payment** - In order to receive payment, we submit to the paying source a bill that identifies you as receiving treatment through the Academy. We may include your diagnosis and the specific treatment you are receiving.
3. **Academy Operations** - We may use your diagnosis, treatment, and outcome information to improve the overall quality of care we provide to the residents at the Academy. When you are discharged, we will ask your placing agency to complete an evaluation about the treatment provided to you while you were here. We will also contact your placing agency for up to 12 months after you are discharged to see how you are doing.

We many send you and your parent/guardian surveys or questionnaires regarding your experience at the Academy to improve our care and services.

To carry out treatment, payment and health care operations, we may disclose your health information to another party known as a Business Associate to help us with (but not limited to) billing, medication, dental or medical services, or to assist us with such things as (but not limited to) legal, accounting, or consulting. We will have an agreement with each Business Associate in which they agree to use your health information only as permitted by the agreement or as permitted by law.

We are required to notify you of any breach of your unsecured protected health information as soon as possible, but in any event, no later than 60 days after we discover the breach.

Without your written authorization, as required or permitted by federal and state laws, we can use or disclose your personal health information to the following:

1. To law enforcement officers, departments of correction, court officials, state licensing agents, or government agencies as required to ensure the health, safety and security of you and others. By law, we are required to report actual or suspected child abuse or neglect.
2. For public health activities to help control disease, injury or disability; or to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or conditions.
3. To those involved with your care such as family members, agency or tribal social worker, probation officer, or school officials to ensure we are providing you the services they requested, and for them to know how you are doing at the Academy.
4. We may use and disclose your health information when required to do so by court order or by any other law not already referred to in this section. We must follow either federal or state law, whichever is more protective of your privacy rights. For example, if federal law allows certain disclosures of your health information without your written authorization, but state law does require your written authorization for such disclosure, we must follow state law.
5. We may also contact you for the purpose of providing appointment reminders or information about the alternatives or other health related benefits and services that may be of interest to you.

Other uses or disclosures of your protected health information require you to provide us with a written consent to release information, signed by you if you meet the age requirements, by your parent/guardian, or by your legal custodian. Only information necessary to fulfill the purpose as stated in the consent will be released to the person identified in your authorization. You may withdraw your authorization at any time, as long as your request is in writing.

You have several rights regarding your health information.

1. You have the right to review your treatment record with your therapist. Following discharge, if you meet the age requirements, you may submit a request in writing for a copy of your treatment record. This right does not apply to psychotherapy notes or information gathered for judicial proceedings. Other restrictions may also apply. We may charge you a reasonable fee for copying of your information.

2. You have the right to request that an electronic copy of your record be given to you or transmitted to another individual or entity, if your health information is maintained in an electronic format. We may charge you a reasonable, cost-based fee for the labor associated with transmitting the electronic medical record.

3. You have the right to request restrictions on certain uses and disclosures of your protected health information, such as limiting the amount of information provided to your family. Your request must be in writing. We are not required to agree to your request.

4. If you paid out-of-pocket in full for a specific service, you have the right to ask that your protected health information, with respect to that service, not be disclosed to a health plan for purposes of payment or health care operations.

5. You have the right to request a correction to your protected health information if you believe something is incorrect. We will ask you to put your request in writing as it will be included in your treatment record, and to tell us why you believe the information should be changed. However, if we didn't generate the information that you believe is incorrect, or if we disagree with you and believe your health information is correct, we may deny your request.

6. You have the right to request a record of disclosures of your health information which we have made on or after April 14, 2003. Information on this list would include: the date of each disclosure, who received the health information, what information was disclosed, and the reason for the disclosure. Not included on this list would be disclosures made to you, or for purposes of treatment, payment, health care operations, national security, law enforcement/corrections, and certain health oversight activities.

7. You have the right to request, at any time, a paper copy of this notice, even if you earlier agreed to receive this notice electronically.

8. You have the right to receive confidential communications of your health information in different ways or places, such as wanting to discuss a subject in the

privacy of your therapist's office instead of on your living unit. We may ask you to put your request in writing, and will accommodate any reasonable request.

9. If you feel your privacy rights have been violated, you have the right to file a complaint with us and with the Secretary of the Department of Health and Human Services. You will not be retaliated against for filing a complaint. Your complaint must be in writing.

   Send to: Clinicare, Privacy Officer, 10201 W Lincoln Ave, Suite 306, West Allis, WI 53227. Telephone: 414-545-9590

In accordance with the law, the Academy is required to abide by the terms of this privacy notice currently in effect. We reserve the right to change the privacy practices described in this notice. Any changes to our privacy practices would apply to all health information maintained within our facility. If changes occur, a revised copy of the privacy notice will be posted on the Clinicare website at www.clinicarecorp.com and in resident areas throughout the buildings.

For further information on privacy rights or the information in this notice, contact the Clinicare Privacy Officer.