Psychiatric Residential Treatment Facility (PRTF)

Rehabilitation Centers, LLC
d/b/a Millcreek
900 First Avenue N.E.
P.O. Box 1160
Magee, Mississippi 39111 (601)
849-4221

Parent/Guardian &Your Handbook

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FFILIATIONS

Accredited by the Joint Commission

Licensed by the Mississippi State Board of Health as a Psychiatric Residential Treatment Facility

Licensed by the Mississippi State Department of Education as a Special School

Member of Mississippi Health Care Association

Member of American Health Care Association

Member of National Association of Private Schools for Exceptional Children

Revised: 06/02/2023

The information in this handbook will be made available through translator services as needed for residents whose primary language is not English.

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The staff at Millcreek's Psychiatric Residential Treatment Facility (PRTF) would like to take this opportunity to welcome you to our program. We hope that you have entered this program with a commitment to make positive changes in your life.

We are here to support and assist you in developing skills that will allow you to experience success. Working within a program to become a healthier, happier person is not always easy. It involves a great deal of hard work and often requires facing problems that you might wish to forget. Taking responsibility for your negative behaviors is very important in the move to a healthier life. It is up to you to do the work, but be encouraged that we are here to help you make the needed changes.

We hope you view your treatment at Millcreek's PRTF as a positive challenge to better yourself. This handbook will provide you with necessary information about the program. Your therapist, teachers and unit staff will also provide you with information during your orientation process. Please feel free to ask someone if you should have any questions.

We proudly offer psychiatric, medical and educational services and are accredited by the Joint Commission. We aspire to always treat you with the dignity, respect and privacy you deserve. Your therapist will go over your patient rights with you upon admission and anytime you have questions. Your advocate is also here to help you with any concerns or questions that you have about your rights and/or your treatment. You will better understand your goals and make better decisions if you understand your rights. Ask questions.

Your satisfaction is a priority at Millcreek. *So speak up!.* Talk to us about your needs and level of satisfaction. Talk to your staff, therapist, your advocate (Clinical Care Coordinator – Donna Hunt, LPCS), Assistant Clinical Care Coordinator (Bobby Robertson, CMHT) and the CEO (Margaret Stept).

In the rest of this handbook you will learn more about Millcreek and what to expect while here. We welcome your comments and feedback on our programs and services and look forward to your success.

Thank you,

Donna Hunt, LPCS

Clinical Care Coordinator

(601) 849-4221 ext. 4035

Donna.Hunt@millcreekofmage.com

PHILOS

OPHY:

At Millcreek we treat children and adolescents who experience problems in functioning within a variety of areas, such as school, home, and their community. They may struggle with relationships with family members and/or peers. Everyone has unique developmental and emotional needs and problems. We will work with you on identifying your unique needs through a complete assessment process, which includes physical, educational, psychological, psychiatric and psychosocial evaluations.

The Treatment Team approach is utilized to develop a plan of care, which integrates the assessment information gathered. Your legal guardians are a very important part of your Treatment Team. We will help you as you work on developing your goals in family and individual therapy after a review of the assessments.

The treatment experience has the following components:

1. A psychologically and behaviorally oriented milieu
2. An individualized treatment plan that meets your unique developmental and therapeutic needs
3. Individual Therapy
4. Group Therapy
5. Family Therapy
6. Recreational therapy {previous version - creative art therapy (occupational, art and recreational therapy}
7. A fully accredited school with special educational services
8. Psychoeducation on a variety of topics such as social skills, nutrition and medication

CONTACT PERSON:

The therapist assigned to you will be your contact person at Millcreek. Please feel free to ask questions and to share your concerns with your therapist. The therapist is here to help you and to make your experience at Millcreek a positive one. If, for any reason you are unable to reach your child's therapist within a reasonable period of time, please feel free to call the nurse's station. You may also call the Clinical Care Coordinator (Donna Hunt, LPCS) or the Assistant Clinical Care Coordinator (Bobby Robertson, CMHT).

YOUR STAFF:

You will have a **treatment team** that consists of your practitioner, treatment team nurse, clinical therapist, school teacher and the unit coordinator. The treatment program at Millcreek is highly structured in order to help you learn to structure your own activities as you become more independent. {does this sentence flow with the rest}??cut?? During treatment team meetings (also called "staffings") speak up and ask questions. You will make better treatment decisions if you voice your needs and help develop your goals.

Your treatment team, led by your **practitioner**, will meet with you at least once a month to discuss your treatment and make possible changes in your treatment plans. Your practitioner will be responsible for all major treatment decisions, including determining your discharge date. Your previous practitioner recommended that you come to Millcreek before returning to live in a home setting.{is this needed?} If you have any questions about your medication(s), you should ask your nurse or practitioner, and they can answer these questions for you. It is your treatment, so be involved and learn as much as you can about your needs, your medication and resources to help you. Millcreek also has a family doctor that you will see for any medical needs you have while here. While at Millcreek, you will have access to a local dentist. You will be scheduled for routine dental care, but if your tooth hurts, just tell the nurse and additional appointments can be scheduled as needed.

My practitioner's name is: ❑Maurice Carter, PMHNP-BC ❑Carolyn Tingle, M.D.

Your **therapist** will help you develop and work on goals in your treatment during your individual and family therapy sessions. Your therapist is here to help you with any problems you are having by helping you learn how to better manage your feelings and behavior. You will meet with your therapist at least once a week for an individual therapy session to work on your treatment goals and objectives and to talk about any treatment issues, problems, or physical/emotional needs you may have. Your therapist will also meet and talk with you and your legal guardian twice a month for family therapy. This is to help you build better relationships with your family/guardian and to help them learn how to help you utilize and develop the skills you will learn at Millcreek while preparing for your discharge.

My individual/family therapist is : _____

Your **group therapist** will meet with you and some of your peers for group therapy at least three times a week. Group therapy will focus on learning to get along with other young people and adults, learning to cope with your feelings in positive ways, and giving and getting support and feedback from others. You will probably find that many of your peers have some of the same needs and goals that you have. It is important to help each other by sharing what you learn and by encouraging and supporting one another.

My group therapist is : _____

The **Unit Coordinator (UC)** is in charge of the unit staff and oversees what happens and relates to your unit. Your UC will work closely with the rest of your treatment team to make sure your needs are met and to help you implement what you are learning in therapy. If you are having unit problems, you can to your UC about your concerns.

My unit is : ❑East Hall ❑West Hall ❑North One ❑North Two

My unit coordinators are:

First Shift: _____

Second Shift: _____

Weekends: _____

Nurses will be involved in planning and helping to coordinate your treatment and will work closely with your practitioner and the family doctor to meet your medical needs. Your nurses will give you any medications prescribed by your practitioner/doctor, and teach you about these medications (what they are, what they treat, their benefits, and possible side-effects). Nurses will also assist you with any physical side effects or complaints that you may have; let them know if you feel sick or have been hurt.

Director of Nursing: _____

Medication Nurses: (weekend, first shift, second shift)

Behavioral Nurses: (weekend, first shift, second shift)



Your **recreation department** will also be a part of your treatment team and will plan all recreational activities with your physical, emotional and developmental needs in mind. Make a list of activities you like and let us know. Your feedback and input matters.

Director of Recreation: _____

Recreation Coordinator: _____

You will attend school while at Millcreek. Your **teacher** will work with you on your educational goals and will develop a program to help you achieve academic success by working on the goals listed in your Individualized Educational Plan (IEP). Ask questions and let your teacher know your educational goals. We are here to help you to succeed.

My principal is: _____

My teacher is: _____



OVERVIEW OF OUR PROGRAM:



The Millcreek PRTF functions as a therapeutic community. This means that all of the daily activities, including interactions with peers and staff, are meant to help you learn more about yourself and develop new skills for dealing with the problems that led to your being in treatment.

You and your family/guardian will be involved with your treatment team in developing a plan which outlines your individual areas of need and helps you to decide upon goals for making desired changes. Some of these goals might include:

- Recognizing and changing negative thoughts
- Learning to manage negative emotions
- Controlling unhealthy impulses
- Improving communication with others
- Learning to resolve conflict in a healthy and productive manner
- Taking responsibility for inappropriate and unacceptable behavior as a means of making positive changes

Accomplishing your treatment goals will help you to feel better about yourself. In the event that you do not have a strong family support system, those persons responsible for your placement will assist you in completing your treatment goals. Remember, the key is for YOU to stay focused on your treatment.

If you have any questions about the program, please feel free to ask a staff member. Your understanding is extremely important to your success. We hope that your stay at Millcreek will be a positive and productive experience for you.

Millcreek PRTF provides a therapeutic environment that emphasizes the following:

1) **Cognitive Behavioral Therapy (CBT)**
   - CBT will help you think about yourself and others differently
   - CBT will help you get along better with others and feel better about yourself
   - CBT will encourage you to take ownership and responsibility for your behavior
   - CBT teaches you how to think, feel, and act differently and gives you tools to do so

2) **Phase-Based Treatment Approach** – While you are at Millcreek, you will progress through four treatment phases based on the completion of specific treatment goals. Some things you will work on in each phase include:

Exploration Phase—Why am I here?
- You will participate in an orientation to your unit and the program
- You will identify the reasons for your placement
- You will review and understand the Millcreek Handbook
- You will participate in the development of your treatment plan

Knowledge Phase—What Can I Learn?
- You will learn emotional triggers
- You will understand the consequences of your behavior
- You will learn the connection between your thoughts, feelings and behaviors

Motivation Phase—How Can I Move Forward?
- You will learn new coping skills to deal with your problems
- You will practice coping skills with your therapist and staff
- You will learn to recognize your thinking errors and replace them with healthier thoughts

Achievement Phase—Working to Be Successful
- You will practice your new coping skills in different settings like community outings, home passes, and school
- You will complete your discharge planning and develop an aftercare plan

Your therapist will discuss the phases with you further in individual therapy.

PRTF Motto: TOGETHER WE CAN

BEHAVIORAL EXPECTATIONS:

1. **Be Safe:** Take any/all medication as prescribed, utilize coping skills to prevent self-abuse or self-injurious behaviors, refrain from any verbal and physical aggression, make healthy choices (avoid drugs, alcohol, tobacco, wear seat belt properly on outings, avoid risk-taking behaviors)
2. **Be Respectful:** Use appropriate language and be respectful and tolerant of the differences in others, work out conflict without physical threats or aggression, maintain personal boundaries and be respectful of other's personal space, property and privacy. Respect confidentiality, avoid horse-playing/rough-housing (wrestling or touching others). Sexual

activity of any kind is not appropriate while in treatment. Accept feedback and prompting from staff without being defensive or rude.

3. **Be Responsible:** Complete all assigned daily living skills and self-care (personal hygiene/grooming, chore, laundry, room cleanliness) Use all furniture and equipment as intended (no graffiti, no destruction of property). Take ownership of your behavior versus making excuses or blaming others.
4. **Be Cooperative:** Actively work your treatment, stay in your assigned area, participate in all activities, follow dress code, adhere to facility rules and follow the programming schedule.

In addition to the expectations listed above, there are specific rules for specific settings at Millcreek, such as the cafeteria, classroom, dayroom, etc. These are generally posted in each area so that you can clearly know the rules for your current location. Some rules, such as follow all staff directions, apply to all areas of the facility and are listed below:



- Keep hands, feet & objects to self
- Follow all staff directions
- Follow dress code
- Attend and be on time for all activities
- Use only your things (borrowing, trading, and lending are prohibited)
- Speak without using profanity
- Stay in your assigned area
- Always tell the truth

INTERVENTIONS:

Consequences in your environment serve as learning experiences. Some consequences are positive and some are not as positive. For example, if you are consistently demonstrating safe behavior you will be able to attend community outings (for example: movies). That is a positive consequence. If you are not safe, then you will only attend recreational activities on campus and not in the community. This is a negative consequence. They types of consequences you receive while you are here are up to you…the choice is yours.

Interventions are individualized and will be designed to help you take responsibility for choices and to achieve personal gain from your actions.

The following sections will explain some of the different interventions that are used at Millcreek to help you manage stressful situations and make positive decisions.

Supportive Assistance:

A verbal cue/prompt is given by staff to help you make a positive decision. They will remind you of our program expectations: be safe, be respectful, be responsible, be cooperative. Staff will also provide redirection and offer to process with you if you desire.

Self-Time Away:

Self-time away provides you an opportunity to regain control of your behaviors. You will be asked by staff if you would like to take a time away to remove yourself from a particular setting that is presenting problems for you.

When you are asked to take a time away, the decision to do so will be up to you. You choose if you need time away from others to help you calm down. You can also decide how long you would like to take your time away and where you would like to take your time away (provided it does not violate rules or policy). Staff will give you time and space until you are ready to rejoin the activity. This will allow you time to think about the incident and present a more calm approach to dealing with the problem. You may be asked to process the incident when you are ready through the use of a CBT Reset processing sheet described below.

Reset:

The goal of the reset activity is to help you learn to work on using your coping skills in order to help you reach goals that are necessary for you to move to a less restrictive environment. It is also designed to give you a "fresh start" once you have made some poor decisions that if continued could lead to negative consequences for you. Staff will offer to assist you with a Reset processing sheet (either verbally or in writing) to help you redirect your conduct to more appropriate behaviors. Additionally, your practitioner may write an order for you to have a Reset if you display ongoing minor rule-breaking behavior and do not respond to staff prompts and interventions to stop (ex: repeatedly slamming a door, excessive horse-play). During a Reset, you and the UC will work together to complete the Reset processing sheet in writing. This will help you identify the following: trigger(s) for your behavior, thoughts prior to the behavior, emotions related to your thoughts, and better ways that you could have responded to the trigger. You will also identify skills that you can utilize to get your behavior back on track and in-line with our program expectations. The goal of the Reset is to help you learn from your mistakes so that you can identify and use coping skills to display safer, more beneficial behaviors in future situations.

Individual Program Intensification (IPI):

IPI is an intervention that may be used if your behavior is a safety concern or if you have ongoing disruptive behavior and have not responded to staff intervention. For example, you have engaged in fighting, destruction of property, bullying, disrupting the milieu, possession of contraband, excessive profanity, etc. You may be placed on IPI in order to increase your level of supervision. You are given time away from peers and other distractions to help you calm down and demonstrate safer choices. During your time with increased supervision through IPI certain behavioral expectations will be in place (such as completion of schoolwork, cleaning your room, and safely following staff directions). You will also have criteria to complete, which may include CBT components in order to assist you with identifying more appropriate behaviors to utilize in the future.

Restrictions:

Misconduct and unsafe behavior could also result in being placed on a temporary restriction from a certain area or activity. For example, if you fought in the gym while playing basketball your practitioner might place you on gym restriction for a specific period of time.

Add medication adjustment as an intervention??

SPECIAL PROCEDURES:

Special procedures will only occur if you become dangerous towards yourself and/or others and have not responded to less restrictive interventions; special procedures must be ordered by your practitioner. Special procedures include physical holds/personal restraints and pharmacological restraints.

A physical hold/personal restraint, using Therapeutic Crisis Intervention (TCI) techniques, may be required if you become dangerous to yourself or others. All staff members are trained to utilize TCI techniques and will make every effort to keep you safe in the event that a personal restraint is required. You will be released from the restraint once you have calmed down enough to regain control of yourself and have verbally contracted for safety.

A pharmacological restraint is a special procedure that involves being given anti-anxiety/anti-aggression medication. This can be in the form of taking a pill by mouth or being given an injection.

If either a pharmacological or personal restraint occurs, the Clinical Leadership team is contacted immediately. A Registered Nurse will conduct a debriefing within an hour of the restraint initiation and your therapist or a nurse will conduct a second debriefing within 24 hours of the restraint. This is done in order to determine strategies that can prevent future restraints and to identify any changes needed in your Individual Crisis Management Plan (ICMP) or treatment plan and to identify any staff training that might be warranted.

SPECIAL PRECAUTIONS:

If you present a danger to yourself or others, you may be placed on special precautions by your practitioner until the therapeutic crisis has passed. Special precautions are a means of keeping you safe and include being CO?? observed my closely by staff, Elopement Precautions (EP), Suicide Precautions (SP) and 1:1 staff monitoring. While you are on special precautions due to unsafe behavior you may be restricted to the campus or to your unit, as determined by your practitioner and treatment team. Special precautions are evaluated at least daily by your practitioner to determine whether they need to be continued/discontinued based on your behavior.

PSYCHIATRIC SERVICES:

The practitioners at Millcreek provide supervision and consultation to the clinical staff and ongoing diagnostic evaluation and treatment for you. Upon admission, you will be evaluated by the practitioner within 3 days. You will have your first treatment team meeting (staffing) within two weeks of admission and again two weeks after that. You will then have monthly treatment team meetings throughout the rest of your treatment. The practitioner directs these meetings as your team reviews your status and

progress in treatment. These staffings give you the opportunity to meet with your treatment team at one time to discuss issues or concerns and ask any questions that you have.

Millcreek Level System



While at Millcreek your behavior will determine what privileges you are eligible to receive. Each week your levels will be decided after a review of your behavior. The period of your review will be based on your unit and/or age. Only your doctor can change the period of review for your level. Periods of review are as follows:

East Hall – 7 days West Hall – 5 days North II – 24 hours

North I – age 7 and under: 24 hours; ages 8 -12: 5 days; ages 13 and older – 7 days

Levels will be updated and communicated to patients a minimum of once per week.

Level System		
Level	**Privileges***	**Responsibilities**
Level Green (Needs little to no staff intervention)	• All privileges from other levels • Three Inner Wealth Bucks • Mid-week on-campus special activity • Help recreation with special jobs • Weekend level green outings or activity of choice	• Demonstrates ability to manage emotions and daily stressors in a positive manner • Consistently follows unit rules without need for staff prompting • Demonstrates consistent leadership • Displays an absence of behavioral issues • Actively participates in all aspects of treatment (school, therapy, etc.) • Goes to bed and gets up on time/follows schedule • Maintains appropriate daily hygiene • Keeps room clean and organized • Takes medications as prescribed • Eats meals in cafeteria
Level Yellow (Needs some staff intervention)	• All Safety/Orientation Level privileges • Two Inner Wealth Bucks • Weekend outings (park, movies, bowling, athletic events, out to eat, etc.)	• Demonstrates ability to manage emotions and daily stressors in a safe manner • Follow unit rules with reminders from staff • Corrects behavior when prompted by staff (Resets) • Consistently attends and participates in daily activities (school, therapy, etc.) • Goes to bed and gets up on time/follows schedule, with prompting • Completes hygiene, with prompting

(Eligible to move to Green after four weeks on yellow)		• Cleans room with prompting and/or hurdle help • Takes medications as prescribed with minimal prompting • Consistently go to cafeteria
Orientation (Upon admission) (Eligible to move to Yellow after fourteen days)	• At least two phone calls per week • Watch T.V. • On campus recreation activities • Receive &send mail	• Learns facility wide expectations and rules. • Actively participates in treatment as documented in treatment notes.
***Keep in mind that some of these privileges may be limited in availability or by the programming schedule. It does not mean that you get to do all these privileges every day.**		

Level Progression: Orientation (minimum 14 days) → Yellow (minimum 4 weeks) → Green

Level	Privileges*	Description of Behavior
Safety Level (Needs intensive staff intervention due to unsafe behavior). (Eligible to move to Yellow the next review period.)	• At least two phone calls per week • Watch T.V. • On campus recreation activities • Receive &send mail	**Automatic Safety Level Major Behaviors** • Physical aggression • Verbal aggression (threatening) • Destruction of property • Inappropriate sexual behavior • Bullying others (pattern of intimidation or threats) • Participating in aggressive or unsafe horseplay • Contraband, safety concern (weapon, lighter, tobacco, etc.) • Pulling fire alarm • Self-harm or suicidal behavior/gestures • Elopement/Elopement attempt • Stealing • Passing notes • Gang-affiliated behavior • Refusal to wear seat belt • Refusal to take medication and/or comply with medical treatment • Other behavior considered unsafe by treatment team
Level Red: (Needs frequent staff intervention)	• All Safety Privileges • One Inner Wealth Buck	**Repeated Minor Level Behaviors** • Leaving assigned area/walking away from staff (on campus) • Going in other peers' rooms • Disruptive behavior (being too loud, throwing/kicking things, etc.) • Slamming/kicking doors • Cursing staff and/or peers • Ongoing horseplay (doesn't stop when prompted)

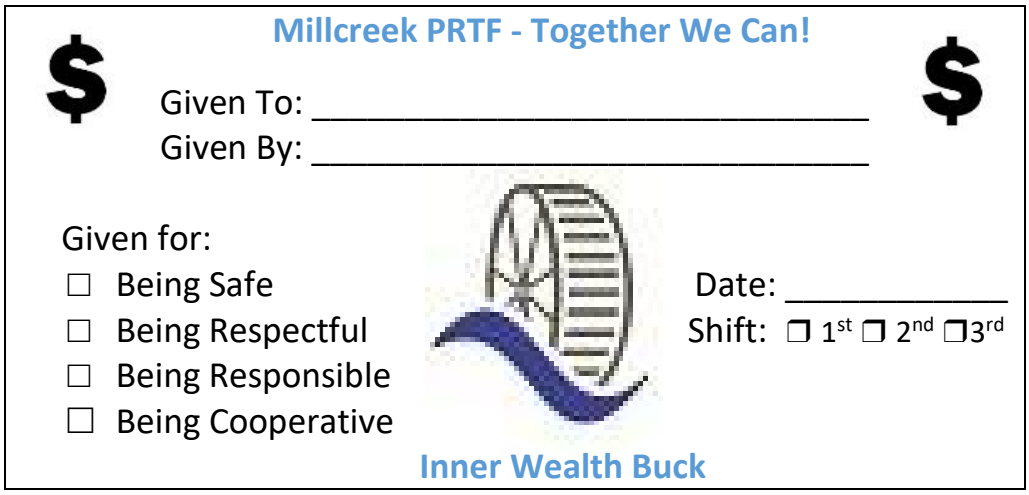
(Eligible to move to Yellow the next review period.)		• Refusal to complete hygiene or clean room • Refusal to attend/participate in group, school, activities, etc. • Defiance/disrespect/argumentative • Refusal to comply with dress code • Refusal to follow schedule (wake up, meals, bedtime, etc.) • Agitating/teasing peers • Contraband (non-safety) • Refusal to comply with diet • Borrowing/lending/loaning/trading • Profanity or vulgar/sexual speech • Lying • Betting • Passing Notes (non-sexual/non-safety)
*If on precautions (example: EP/CO, unit restriction, etc.) you will have to follow the guidelines of that precaution.		

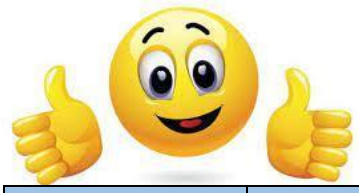
Level Progression: Safety Yellow (minimum 4 weeks) Green

Red Yellow (minimum 4 weeks) Green

Inner Wealth Bucks

At Millcreek we will strive to help you recognize and build your Inner Wealth by offering verbal recognition and praise when you make good choices and show progress in your treatment. In addition to praise and recognition, you will also have the opportunity to earn Inner Wealth Bucks for displaying behavior that aligns with the Millcreek expectations (Be Safe, Be Respectful, Be Responsible, Be Cooperative). You can earn bucks every day at any time of day and any staff can give you bucks. After earning a buck you will place it in a "bank" (located in the unit office and in each classroom). These bucks will be collected and tallied by the PBIS team leader or designee. Each week you will have an opportunity to purchase items and/or activities with the bucks you have earned.





Millcreek Phase System

Phase Name	Responsibilities
Exploration Phase	**Why am I here? What is expected of me?** ● Participate in developing Master Treatment Plan and understand goals and objectives for treatment ● Learn CBT concepts and develop ability to complete a CBT processing sheet with assistance. ● Complete journal assignments, as given by individual and/or group therapist ● Identify reasons for admission to Millcreek ● Identify triggers for behavior problems ● Learn milieu rules for different settings (dayroom, school, gym, etc.) ● Identify three situations where behavior caused problems for self and/or others
Knowledge Phase	**Ability to identify situations where problems occur:** ● Complete therapeutic activities as assigned by therapist ● Complete journal assignments, as given by individual and/or group therapist ● Identify consequences of behavior ● Resolve at least one objective from each problem list on Master Treatment Plan (MTP) ● Can explain Reset and/or the "TATER" and "RIBEYE" and utilize the processing sheets with assistance
Motivation Phase	**Learn new coping skills to achieve goals:** ● Complete an additional therapeutic activity as assigned by your individual therapist ● Complete journal assignments, as given by individual and/or group therapist ● Identify behavior problems that are being addressed in therapy, as listed on Master Treatment Plan (MTP) ● Identify triggers and coping strategies to address behavior problems ● Resolve at least two objectives from each problem list on Master Treatment Plan (MTP) ● Explain how to use CBT concepts to help solve problems in a healthy manner
Achievement Phase	**Develop the ability to apply new skills in a variety of settings:** ● Complete additional therapeutic activities as assigned by therapist ● Demonstrate the ability to consistently apply CBT techniques and other coping skills without assistance

	• Identify specific instances/situations in which CBT techniques have been used in interactions with others • Has begun working on aftercare planning and discharge preparation



YOUR RIGHTS:

- ❖ You have the right to be free from abuse, neglect and exploitation
- ❖ You have the right to equal treatment
- ❖ You have the right to be treated with dignity and respect
- ❖ You have the right to as much freedom as possible, based upon your behavior and level of safety
- ❖ You have the right to personalized treatment, based upon your needs with input from your family/guardian
- ❖ You have the right to privacy unless it is unsafe for you or others
- ❖ You have the right to visitors, mail, and telephone calls; however, if your practitioner feels these would harm you, they may be stopped
- ❖ You have a right to clothes and personal possessions that comply with Millcreek policy

Your advocate, therapist or unit coordinator will happily talk to you about any questions/concerns you have about your rights. Remember the more you understand about your rights, the better you can make decisions about your treatment.

Disability Rights of Mississippi
5305 Executive Place
Jackson, MS 39206
1-800-772-4057

Division of Medicaid
550 High Street, Suite 1000
Jackson, MS

Division of Health Facilities
Licensure and Certification
Mississippi State Department of Health
PO Box 1700
Jackson, MS 39215
(630) 792-5800

Joint Commission
One Renaissance Blvd
Oakbrook Terrace, IL 60181
1-800-227-7308

GRIEVANCE PROCEDURE:

Millcreek seeks to promote an environment that values communication, fair treatment and respect among you and all staff. The purpose of the Grievance Procedure is to afford you the opportunity to have recourse if you are displeased with the services or decisions made relevant to your treatment in this facility. You or your family may file complaints or recommend changes regarding care, treatment or services without fear of being subject to coercion, discrimination, reprisals, or interruption of care, treatment or services that could adversely affect you.

If during your treatment a problem arises between you and a staff member, the Grievance Procedure can be used to reestablish good working relationships with positive outcomes. Most difficulties can be resolved quickly and efficiently by dealing directly with persons with whom you have the problem. A

grievance may be written on any type of paper or may be completed on the facility's Grievance Form (Form 506.1 – located at the nurses' station, on your unit or with your patient advocate).

A grievance should be written or verbalized to the respective ?? Your patient advocate will investigate the grievance complaint and attempt to resolve it to your satisfaction with the assistance of leadership and the administrator when indicated. The resolution to the grievance will be reached within three working days. The grievance procedure is intended to result in satisfaction in all cases.

If you file a grievance, you will receive a written response or progress update regarding the grievance within three working days of filing the grievance. This will be communicated by your therapist, nurse, unit coordinator or involved leadership personnel.

If after completion of the process you still feel the grievance is unresolved, you can write a formal grievance listing the facts and evidence relative to that continuing grievance. This written grievance will be given to the next person in the chain of command. All facts and information relative to this grievance should also be received by the Administrator (if he/she is not the next in command.) If you are dissatisfied with the results at this administrative level, the matter can be referred to the Chairperson of the Board of Directors.

My patient advocate is : _____

Telephone Guidelines



In order to maintain a therapeutic environment we have found it important to create the following list of guidelines for your personal phone calls. These are to be maintained unless you have a practitioner's order or a therapist note stating the changes to be made.

1. Staff must dial the phone for you
2. Outgoing phone calls can only be made on your assigned nights unless there involves special circumstances as approved by your treatment team. Your phone call night and time will be given to you by your unit coordinator. Incoming phone calls are encouraged to be made between 6:30-8:00 (unless there are special circumstances approved by your treatment team. A calls (incoming and outgoing) are limited to 10 minutes.
3. Additional calls to caseworkers or other care professionals may be made outside of regular phone call hours with therapist approval.
4. To maintain a therapeutic environment and to protect confidentiality, calls may only be made to or received by those people who were placed on your phone list by your guardian and therapist.
5. Staff members will monitor your phone calls. If there is a therapeutic reason and an order is given by your practitioner, your phone calls could be made on speakerphone.
6. Staff are allowed to terminate your call early if while monitoring your call they believe it is therapeutically indicated according to your treatment needs. This will be communicated to your practitioner and therapist.

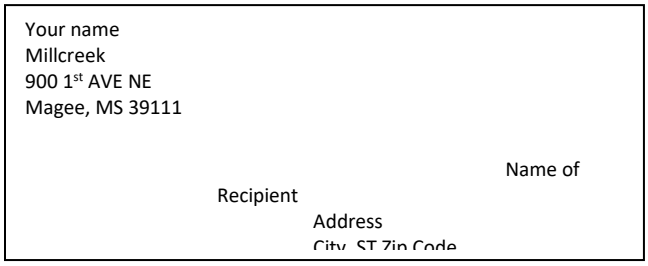
7. If your outgoing call does not go through or if you are only able to leave a message/voicemail, this will not count as one of your calls.
8. If you are accidentally disconnected, you may call again and resume the call. You will be allowed the remainder of the time from the previous call that was interrupted.

Mail Guidelines

While you are in treatment, you may receive and send mail to/from approved persons. When you receive mail/packages, your therapist will open it and check for any contraband before forwarding it to you. This is done to ensure safety and to promote a therapeutic environment – to make sure there is no inappropriate content in the letter and that no contraband is in the package. If any mail comes for you after you discharge, it will be forwarded to the residence of your guardian. If you wish to mail a letter, your therapist or staff will help.

Some rules to remember when you send a letter.

- Your name and address goes in the upper left hand corner of the envelope.
- The name and address of the person you are sending the letter to goes on the lower right side of the envelope.
- Do not use nicknames when you address the envelope.
- Only put the names and addressed on the envelope. Do not draw pictures of write messages on the envelope.
- You may only send letters to persons who are on your approved contact list. If you wish to send a letter to someone else, please speak to your therapist about this.
- Respect the privacy and confidentiality of your fellow students. Do not use any names in letters that you send.
- Use only appropriate language in your letter. Do not use sexual or vulgar speech and avoid profanity in the letter.



Visitation Guidelines

Millcreek will allow family and other persons approved by your guardian to visit you for emotional support during your treatment (unless the visitor's presence infringes on the rights of you/others or is therapeutically contraindicated by your treatment team/practitioner.) Visits must be arranged and approved by your therapist in advance. You must have approval by your practitioner for any visit, pass

or leave. Visitors to the campus must sign in with the receptionist and show proper identification. Visitors should be dressed appropriately and modestly and should wear shirts and shoes. No one under 18 years of age is allowed in the locked areas of the treatment facility Items brought to the visit must be given to the staff prior to visitation. You may have food and/or drinks during your visit; however, you are not allowed to bring any food, candy or drinks back to the unit after the visit ends. Visitors must ask the nurse or therapist prior to leaving items with you (such as food, hygiene products.)

Passes are made for therapeutic purposes only. You must check out with nursing prior to leaving the facility and check in with nursing staff upon your return. Important guidelines for passes are as follows:

- All passes must be arranged at least 48 hours in advance. Overnight passes should be scheduled with your therapist by your parent/guardian by noon on the Wednesday prior to your pass.
- Therapeutic passes are not allowed off campus until after your initial 14 day orientation period.
- It is preferred that on-campus visitation be scheduled after academic time (after 3:00pm on weekdays or on the weekend). Special arrangements can be made due to needs of the family.
- The date of your pass and length of stay will be determined by both your ability to demonstrate safe behavior and the need of you and your family/guardian.
- You are required to return from pass no later than 6:00pm unless you have approved special arrangements made based on unique needs.
- Your guardian or family must accompany you when you return to the facility from your pass so that they can complete the pass form and let the treatment team know how you did with reaching your goals for your pass.
- After you are signed back in with the nurse, your baggage and personal items will be searched before you return to your unit. A drug screen will also be performed if ordered by your practitioner.
- You are only allowed 18 nights out per Medicaid fiscal year (July-June). Special circumstances must be approved by the facility administrator.

Personal Belongings

In addition to arriving with basic necessities, such as clothing and hygiene items, it is important for you to bring along family items that may help you feel more comfortable in your new surroundings. To assist you and your guardian with knowing what to pack and what is allowed, we have included a list of necessities for review as well as suggested items that may help you feel more at home while you are here. You are not allowed to keep any money with you on the unit. All money should be given to the business office or to your therapist so that it can be deposited in your personal account.

Clothing Items	Suggested Maximum Amount
Shirts	5-8
Pants and shorts	5-8
Sweater/Jacket	1-2
Socks	10-14 pair
Tennis Shoes/Sneakers	1-2 pair
Slides/House Shoes	1 pair
Shower Shoes	1 pair

Underwear	10-14 pair
Appropriate sleepwear	2 sets

Please note that clothing items may vary depending upon the time of the year. Keep in mind that this is a suggested list and that your storage space is limited. If you bring new clothing back from pass, please take other clothing home.

Hygiene Items/Toiletries

Millcreek will supply all hygiene items. Hygiene items will be stored in your personal hygiene bin and kept in a locked area until time for use. You may bring your own hygiene items, but keep in mind that they must adhere to safety guidelines (example: no mouthwash with alcohol) and be approved by staff in order for you to keep them. All razors, nail clippers or other items that could present a safety hazard (example: hair pick) will be kept at the nurse's station. These items may be signed out as needed and used only under staff supervision.

Medications

Upon admission, your guardian may bring in your current medications in order to ensure our nursing staff has the appropriate medication, dose, time and frequency. However, we are not allowed to use any medication that does not come from our pharmacy. All medications will be safeguarded by the nursing staff and sent him with family during passes and upon discharge. All necessary medications will be ordered by the practitioner and dispensed or disposed of as necessary by nursing staff, according to facility policy.

Miscellaneous Personal Belongings

In addition to the basic necessities, we encourage you to bring along personal items which may help you to feel more comfortable. Examples include:

Bedspread, blanket or comforter	Personal pillow
Books, coloring books, crayons	Stationary, envelopes, stamps
Diary or journal	Posters

Other personal items (example: family photo, stuffed animals) approved by your therapist

- You are discouraged from bringing any personal items that are of significant financial or sentimental value. **The facility is not responsible for lost, stolen, damaged or broken items.**
- The volume of personal belongings brought in must be kept to a reasonable limit. Items must be able to be stored neatly in your existing closet and desk space.
- Any personal items which are brought into the facility by be returned to your guardian if the items is causing a distraction or problem or is impeding your progress in treatment.

Inventory of Personal Belongings

All of your belongings

Patient Dress Code:

In order to promote a healthy treatment environment, it is necessary to implement a clear and consistent dress code for all patients. It should be understood that this dress code is mandatory, non-

negotiable, and applies to all areas of the Millcreek campus, even when on recreation outings.

Hygiene:

Hair – must be kept neat and clean at all times. At no times should hair be styled in a manner that is disruptive to the treatment process. This shall be determined by the Program Director and assigned clinical staff.

Facial hair – patients are not permitted to have facial hair during their treatment stay. Patients are expected to shave regularly to ensure compliance.

Shower/Cleanliness – patients are expected to shower daily, washing all body parts and applying deodorant as needed

Other – patients are to brush teeth a minimum of morning and evening

Clothing:

All permitted clothing must be neat and clean at all times. Patients are to wear appropriate sized clothing (nothing too tight or oversized). Clothing that is torn/tattered, low cut or see through is not allowed. Additionally, no clothing with graphics related to drugs/alcohol/tobacco, sex, gangs, violence or discriminatory or antisocial messaging is permitted. Clothing should not be considered to be provocative or seductive in nature.

Any clothing that does not meet the dress code expectations will be reviewed by the program director or assigned staff. If unacceptable, the clothing item will be collected and returned home to the guardian.

Headwear:

Headwear can only be worn outside. At no time is headwear of any kind allowed in the building (which the exception of do-rags or wave caps which may be worn at night while sleeping. Youth who wear wave caps must have hair that is appropriate for this use.)

Patients may wear hats and baseball caps while outside, but must remove these when coming into the building. All hats/caps must be worn facing forward – caps turned sideways or backwards are not allowed.

Jewelry:

The only jewelry that is permitted during your treatment stay is the wearing of a watch or bracelets. Bracelets must be ½ wide or smaller.

Shirts:

Shirts must be clean and free of holes and stains and must fit appropriately.

You must remove any hoods while inside buildings if wearing a shirt with a hood.

Patients are not allowed to wear sleeveless shirts unless they wear it underneath or on top of another shirt so that the upper body is not exposed.

Muscle shirts or shirts that show the midriff (crop-tops/halter tops, etc.) are not allowed.

Pants:

Jeans, slacks, joggers, sweat pants, shorts and any other type of pants must be free of holes and must fit appropriately. This is determined by the pants resting on the hips without the aid of a belt.

Pants should be the appropriate length (not too short or too long.)

Sagging is not permitted at any time.

When weather permits, shorts may be worn. Shorts should be long enough to touch the fingertips when the arms are fully extended by the side.

Undergarments:

Patients are to wear underwear at all times. At no time should underwear be seen from the top of the pants or the bottom of the shorts. Underwear is an undergarment and should be kept that way.

Footwear:

If you are off of the unit for any reason, you should have shoes on. While on the unit, house shoes are appropriate.

Patients should wear socks with their tennis shoes at all times.

Shoelaces should be tied at all times.

Pants legs may not be tucked into your shoes at any time.

Casual boots are allowed (steel toed boots and combat boots are not permitted.)

Shower shoes should be work in showers at all times to prevent Athlete's foot.

In the event that a patient is dressing up for church, court or other events that requires different attire, the parent/guardian may bring dress shoes for the event and take them home following the event.

Sleepwear:

Pajamas, nightgowns and sleepwear sets are to be worn for sleep only.

Sunglasses:

Sunglasses may be worn outside only and are not to be worn inside the building.

You are responsible for keeping your own clothing clean and neatly stored in your bedroom. If you are missing clothing or other personal items, please report this to your staff immediately. Patients are not permitted to sell, buy, give away, borrow, lend, trade or exchange clothing, shoes or other personal items. You are strongly discouraged from bringing expensive clothing, jewelry or other items that may be lost, stolen or damaged by others.

Contraband/Unauthorized Items

All patients have the right to a safe and healthy environment free from fear that dangerous or potentially dangerous items are available on the unit. Potentially dangerous items will be confiscated and held secure as contraband.

Contraband items are defined as any instruments that can be used to function as weapons, instruments of self-harm or otherwise pose threats of harm/injury.

The following list of contraband items includes, but is not limited to the following:

- Heavy/blunted items
- Metal cans
- Aerosol cans
- DVDS and DVD players
- Matches or lighters
- White out
- Rubber bands
- Combat boots
- Steel-toed boots
- Permanent Markers
- Ropes, chains, wire or other corded items
- Money
- Razors or pencil sharpeners
- Metal nail files and nail clippers
- Tobacco Products
- Vapes
- Needles, hooks, knitting needles, pins
- Drugs, alcohol or paraphernalia
- Sexually explicit or provocative materials
- Very expensive items
- Plastic bags
- No boxes or suitcases in the bedroom
- Letters from other Millcreek patients
- Clothing not in compliance with dress code
- Unauthorized medication

- Jewelry (except watches and bracelets less than ½ inch wide)
- Items that contain alcohol or chemicals
- Outside food or drink, including candy
- TVs, cameras, tape recorders, cell phones or video cameras
- Products with toxic substances (glue bleach, permanent markers, etc.)
- Glass items (mirrors, ceramics, etc.)
- Sharp metal objects
- Battery operative electrical items if they have attached electrical cords (radios, clocks, etc.)
- Knives or items that can be used as a knife (ice pick screw driver)
- Firearms or other weapons
- CD or music downloaded to your MP3 player must approved by your therapist (no profanity, vulgar lyrics or references to drugs/alcohol, sex or violence)
- Any other items staff deem as potentially harmful to self and or others

If a staff thinks you have something you are not allowed to have, you may be searched. Staff can search you, your room and your belongings.

Personal and Possession Searches

In order to provide a safe environment for all of those we serve, your personal items will be searched and inventoried upon admission. Your items will also be searched upon return from a therapeutic pass and after an on-campus visit. Additional searches may be done as ordered by your practitioner upon return from medical appointments or whenever there is suspicion of your possessing contraband. You may also have your belongings and living area inspected if there are suspicions of contraband on the unit.

For personal possession searches, the reasons for the search will be clearly explained to you prior to the beginning of the process. Staff will conduct themselves in a professional and appropriate manner, respecting your right to privacy and dignity. The process will be completed as quickly as possible. You will be asked to give any items in your possession (bags, suitcases, etc.) to the staff. Two staff members will carefully search the possessions while you are present. During room searches, staff will check every area of your room where contraband items can be hidden. Your room and belongings will be left in the same condition as prior to the search. If any items are damaged during the search, staff will immediately complete an incident report.





Spiritual Enrichment Services



Spiritual activities and literature are offered at Millcreek. You can also attend spiritual activities off campus if your behavior is safe (level yellow or green) and your guardian has given consent. Attending spiritual enrichment activities while at Millcreek is always a choice; activities are not considered part of your treatment.

Spiritual materials are available upon request. Each unit has a spiritual enrichment library that you can utilize or you can ask you therapist if you would like to have your own spiritual enrichment resources. If your spiritual interest/religious faith requires any special dietary needs or restrictions, please tell your therapist. He or she will work with the dietary staff to address these needs.

Mealtime Guidelines

Your treatment at Millcreek will include many opportunities to learn and practice appropriate social skills. One of these opportunities is regularly attending the dining room during meal times to practice appropriate table manners and dining etiquette. These social skills include, but are not limited to the following: respecting others, keeping your hands and feet to yourself, not talking with your mouth full, not intruding into other's space, maintaining an appropriate voice tone and volume, using a napkin, eating neatly and using utensils appropriately.

During meal times you will be expected to adhere to the following rules:

- You are responsible for cleaning up your eating space after your meal. Picking up any trash, putting your plate away and cleaning the table prior to leaving will help keep the dining room neat.
- Throwing food and trading food is not allowed
- Use good manners, polite language and indoor voices
- Keep hands, feet and objects to self
- Always ask staff before getting up from the table

Meals and Snacks

Eating in the dining room is a community mealtime and is considered a positive community therapeutic activity. You should eat with your assigned group at all meals (unless you are placed on cafeteria restriction for violation of cafeteria rules).

Your diet is determined and your meals are prepared according to the practitioner and dieticians

recommendations for you. If you have questions or concerns you may talk to your treatment team about this. A consultation may be set up with the dietary manger if needed.

Healthy snacks will be available throughout the day and evening hours. All snacks are to be eaten in the dining room or day room. No food or drinks are allowed in patient rooms (except for special circumstances such as being placed on isolation due to illness.) Snacks are also available at the nurse's station for if you get hungry between meal/snack times. Visitors should check with the nursing staff before bringing food or drinks to patients.

Attendance to the dining room is considered part of your treatment. Following social norms in setting such as this are important to helping you to do well at home and in the community when you discharge. If you refuse to go the cafeteria, you will be reminded of why this is an important part of your treatment. If you are unable to attend the cafeteria during mealtimes (due to illness, injury or restriction) a tray will be provided to you from the cafeteria.

Recreational Activities and Outings

There are a variety of recreational activities and outings for you to participate in while you are at Millcreek. Some activities are held on campus (board games, basketball, playground time, etc.), but other activities are held off campus. On campus recreation activities will be available to you daily, unless you are on a special precaution or restriction (gym restriction, elopement precaution, etc.) In the event that you are on a special precaution, alternate recreation activities will be provided. To ensure the safety of all of our patients and staff during outings, the following guidelines will be followed.

- Seatbelts are required for everyone riding in a facility vehicle.
- Maintaining everyone's confidentiality is important. The group's association with Millcreek will not be revealed to others unless staff determines it is necessary due to safety issues.
- Refrain from using "Millcreek talk" (words such as passes, precautions, restraints) while on outings
- If someone asks a group member where you are from or what group you are with, your response should be brief and not disclose private information. For example, "We are with a private group".
- The entire group is responsible for cleaning the van after the outing
- All food and drink purchased needs to be eaten before returning to campus, but should not be eaten on the van
- It is important to stay within staff's line of sight at all times during the outing
- Off campus outings are privileges that you earn with safe, respectful, cooperative and responsible behavior. These privileges coordinate with your level. You may not attend if you are on safety level or level red.
- Certain staff at Millcreek (the recreation director, recreation assistant, director of nursing, nurses, unit coordinator, practitioner or program director) have the authority to make an immediate assessment of your appropriateness to participate in any planned outings
- If you elope or attempt to elope during an outing, your outing privileges will be suspended.

Your ability to earn outing privileges back will be discussed during your next treatment team meeting.

Bedtime Guidelines

Millcreek of Magee has established the following bedtime guidelines in order to promote healthy sleep habits. You are expected to exhibit respectful behavior to your roommate and peers on the units at quiet times and during bedtime. If you are having difficulties going to sleep or if you have other concerns, please talk quietly to staff about these so as not to disturb others. You may also discuss these issues with your therapist later in order to develop coping strategies to address these concerns in the future.

Lights-out will occur 30 minutes before your bedtime. At lights-out you should be in your bed and preparing to go to sleep. Any time you wish to leave your room after lights-out, you must tell the staff that you are leaving your room.

Sunday-Thursday (school nights)

Unit:	Quiet Time	Bedtime
North 2	8:00pm	8:30pm
North 1	9:00pm	9:30pm
East	9:00pm	9:30pm
West	9:00pm	9:30pm



Friday-Saturday (and holidays)

Unit:	Quiet Time	Bedtime
North 2	8:30pm	9:00pm
North 1	9:30pm	10:0pm
East	9:30pm	10:00pm
West	9:30pm	10:00pm

Money

No child is allowed to have money in his or her possession while at Millcreek. This is to prevent any issues with money being lost, stolen or misspent. However, patient accounts can be set up by the guardian to allow patients to readily access money for personal needs. It is the responsibility of the parent/guardian to maintain funds in the patient account. Checks should be made to Millcreek and marked with the child's name for personal accounts. These checks should be sent to the attention of Patient Accounts. A quarterly statement of each patient's account is provided. Any monetary gifts sent to patients should be sent to the patient account. The money should be marked as a gift with any spending stipulations noted. Incoming monetary gifts should be sent to the attention of Patient Accounts.



Parent Conferences



In addition to your regularly scheduled family therapy, if you feel it is necessary you may request a parent conference with representatives from each department that deals directly with you child. This meeting would allow you to hear from each department regarding your child's behavior and progress and you would be offered the opportunity to ask questions and to express any concerns that you might have. A parent conference can be arranged through your child's therapist.

Education



The school program at Millcreek stresses the importance of the individual and the belief that each student must be recognized as unique. Each student at Millcreek will have an Individualized Education Plan (IEP) which contains a specific course of instruction prescribed to help the student reach his or her maximum academic potential. Qualified students can earn a high school certificate or diploma through the GED program. In addition to improving academic abilities, a strong focus is also placed on helping students learn appropriate classroom behavior and how to manage frustrations and daily stressors in a positive manner.

School services are offered at Millcreek from 9:00am until 3:00pm during the school year. Extended school year services are offered in the summer from 9:00am until lunch.

Planning for your Discharge

Not only is it important to know what to expect when you enter treatment here at Millcreek, it is important to begin thinking about and planning for your discharge. Discharge planning begins upon your admission and it is important that you and your guardian work closely with your treatment team to ensure that your discharge needs and preferences are discussed. Talk to your guardian and treatment team about your discharge. Your opinion matters. The following are helpful questions to discuss:

- When will I be discharged?
- What are my discharge criteria?
- Where will I live?
- Where will I get my medicine?
- Where will I go to school?
- Will I have a therapist when I leave?

