

A Resident's Guide to Milwaukee Academy

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INTRODUCTION

Milwaukee Academy is a residential treatment center for girls. It is owned by Clinicare Corporation of West Allis, Wisconsin. The Academy was established in 2000. It is licensed by the State of Wisconsin Department of Health and Family Services. The Academy can serve up to 22 female 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, peer and family problems, chemical abuse problems, and trauma related issues connected with physical, emotional or sexual abuse.

The MISSION of Milwaukee Academy is to improve the well-being of the children in our care.

The PHILOSOPHY of Milwaukee Academy…

Milwaukee Academy utilizes a cognitive-behavioral therapeutic approach in meeting the needs of the youth and families whom we serve. The Academy recognizes that each youth and their families possess individual strengths and weaknesses. Through a cognitive-behavioral approach to our interventions, we are committed to the goal of assisting individuals and families to work through the past traumas they may have experienced in order to have a more healthy and satisfying life style.

The VALUES of Milwaukee Academy…

- RESPECT.....for the children and families in our care
- INTEGRITY.....through excellence in service
- COMPASSION.....for children and families reaching their potential
- RESPONSIBILTY.....in our treatment environment

MILWAUKEE ACADEMY IS A WEAPONS, SUBSTANCE, TOBACCO AND SMOKE-FREE ENVIRONMENT

RESIDENT RIGHTS

I. INTRODUCTION

Milwaukee Academy supports and protects the fundamental human, civil, constitutional and statutory rights of each resident.

All residents are entitled to equal treatment without regard to race, color or national origin. Any resident who feels that they have been denied equal treatment should file a written grievance with the resident utilizing the resident grievance form.

II. RIGHTS

You have the right.....

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
..... 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 designated visiting places
..... to refuse to be filmed or taped, except for an ID pic for your file
…. to not be recorded by surveillance cameras or video cameras without your permission

Some of the above rights may be limited because of your treatment needs or security needs and will be specified in your treatment plan.

Treatment Rights

..... to live in a pleasant physical place and to expect considerate and respectful care
..... to know by name the professional person in charge of your care
..... 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 conversations with staff and all medical and clinical records kept confidential within the treatment team
..... to sign a statement of informed consent regarding receiving medication

..... to use the grievance procedure available when you feel your rights have been denied

Legal Rights

..... to be informed of your rights in writing prior to placement
..... 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 or social worker. (see instructions below in the phone call description)

Rights Regarding Placement in the Seclusion Room

..... to be free from seclusion except in cases of emergency (defined as part of your treatment plan)

a. behavior of dangerous nature to self
b. behavior of dangerous nature to others

If you determine that staff utilized one of these interventions unnecessarily with you, you may present the facts of this determination to the director through the grievance process.

Other Rights

..... to work at a job under one of the following conditions:

a. the work is part of your individual treatment plan or
b. you receive wages equal to the economic value of the work or
c. the work is set up as a restitution plan either by the court or the treatment staff in charge. NOTE: You may be required to perform tasks of a personal or community housekeeping nature

..... to review your treatment record with your therapist
..... you will find posted copies of resident rights in several places throughout the Academy and you are entitled to keep this copy for yourself

Residents' Rights/Grievance Procedure

..... each resident has some basic rights which he or she is informed of in writing. The grievance procedure for those who feel their rights have been overlooked is as follows: Upon request, and after the resident has completed her current assigned daily expectation (ie: group, step intervention, violation assignment), the resident is provided with a Resident Grievance/Complaint form on which they can state their concern. The grievance is then submitted to the Director who will provide a fair and impartial review of the complaint.

RESIDENT'S RESPONSIBILITIES

It is your responsibility.....

..... to read this handbook. If there is anything you do not understand, ask a staff member to explain it to you.
..... to stay at the Academy until you are discharged. We cannot help you if you are not here.
..... to follow your treatment plan.
..... to tell your therapist how you feel about treatment. Instead of acting out your feelings, talk to staff and/or your therapist.
..... to do your daily chores such as making your bed and keeping your things neat and clean.
..... to treat your fellow residents respectfully.
..... to go to school every day 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 and to be honest with your staff and therapist about how your family feels about it and how you feel about them.
..... to do your best to trust your staff. We care about young people, otherwise we wouldn't be here.
..... to respect others and the environment.

You are expected to be a 'safe' person. 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.

You will not hurt yourself or others, or be violent in any way.

You will not smoke or use drugs or alcohol. You may be subject to drug screens as ordered by the court, as necessary due to suspected use on your part, or if you request a screen yourself.

You will not engage in any sexual activity with staff or other residents.

Remember, you have rights, but you also have responsibilities. There are many adults you can talk to when you give them and yourself a chance. 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.

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

PROGRAM DESCRIPTION

TREATMENT PROGRAM

Once you have been accepted to come to Milwaukee Academy 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 for this admission day. At that time, you will meet with people who will be working with you, as well will orient you to the program rules, expectations, rewards, and consequences.

ASSESSMENT/EVALUATION

During the first few 30 days that you are here, you will be seen by several professional staff members who will gather information from you. These staff will include your unit staff, education staff, Psychiatrist, Neuropsychologist, therapist, and any other person who is helping to get the best picture of what you need to work on at the Academy. This information will be used to develop the best treatment plan for you. It will be important for you to be honest and open to the process, and not worry that you need to 'be good', hurry up and 'get your treatment done', or be focused only on 'how much time do I have here?' so that you can honestly work on gaining the skills you will need to be successful in your community.

THERAPIST'S and CASE MANAGER'S ROLE

You will always have a therapist assigned to work with you. The therapist and you will work together to identify ways to deal with some of the issues that have been difficult for you prior to coming into treatment. Your therapist will work closely with you to help you connect to all aspects of the treatment program so that you can work effectively to reach your treatment goals. You will also have a Case Manager who will be your family and other treatment team member's contact person for any questions they may have about your treatment work. You will also be a part of a variety of groups including: DBT group, AODA group, Trauma Recovery group, Choices and Changes Thinking, and Health group. Each day you will be a part of Mental Power group and Community Issues. These groups will help you learn to set goals for yourself and assess how you are doing along with getting your peers' feedback.

INITIAL STAFFING and STAFFINGS

At the end of your first 30 days of placement, an Initial Staffing will be held. You are always invited to be present at your staffings, as are your parent(s)/guardian(s) and agency worker. The adults on your team may need to meet first to take care of any adult business, and unless you have made choices that would keep you out of your staffing, your participation is very important. Staffings will occur every month to continue to review your progress in treatment and offer recommendations for what you and your family need to continue to work on.

INDIVIDUAL TREATMENT PLAN (ITP)

An Individual Treatment Plan (ITP) is developed with you and your treatment teams' input to describe all the areas that you will be working on in treatment. Understanding this treatment plan will assist you in completing your program. Your therapist and case worker will review the treatment plan with you regularly in your staffings, and work with

you and your team to make changes as you master specific goals and objectives.

DISCHARGE PLAN

From the moment that you are placed in treatment, the plan for your discharge is being thought of. Your therapist and case worker works with you, your parent(s)/guardian(s), and your placing agency to determine when and to where you will be discharged. They will also be working with your team to connect you to the most appropriate aftercare services to support your continued work when you are in your community again.

PSYCHIATRIST

During your stay at the Academy you will have meetings every other week with the psychiatrist. Dr. Kaplan will assess you for mental health and emotional issues that you may be struggling with and work with you to determine of medication can help support you in your treatment work. The psychiatrist may prescribe a medication for you. You and your parent(s)/guardian(s) will be asked to make the decision to consent to the prescribed medication.

MEDICAL/NURSING CARE

Your medical care will be provided through the Academy during your placement. Milwaukee Academy works with the Downtown Health Center, and will take you there for any medical appointments as needed. You will have a dental check-up every six months and dental treatment when necessary. These appointments will occur as soon as needed and as soon as you have begun to present as safe to go off grounds. The nurse will work with you on any medical needs such as prescribed medication or other treatments as necessary. The nutritional program is also overseen by the nursing department, to ensure a balanced diet.

LIVING UNIT

You will live on a unit with about 8 to 12 other residents about your age. You will start out in your own room. Youth Development Specialists are the staff on the floor who are there to supervise and take care of you. You will share chores, go to meals, prepare for school, participate in group therapy, and take part in recreational activities with the other girls on your wing.

EDUCATION

While in placement you will attend school at the Milwaukee Academy. Your education is important, not only at the Academy but in preparation for you to return to your community school. Your teachers will connect with your schools to make sure that the Academy has your IEP, if you have one, and know what credits and classes you need to keep on track with graduating. You will go to school all day, with an hour break for lunch. The Academy also has a half day Summer School program, which is combined with the Summer Recreation Program.

RECREATION

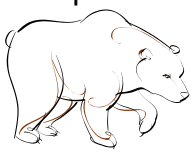
Recreational activities are provided at the Academy. These activities may include:

museums, plays in the community, libraries, speakers at the Academy, movies, roller-skating, shopping, arts and crafts, use of the on-grounds gym and outdoor recreation areas, as well as other seasonal recreational activities.

PHASE SYSTEM

The levels system at the Academy has four phases. As you focus on your treatment and make gains in achieving your treatment goals, you will be able to earn more privileges at each level. If you have had major problems, such as being aggressive, stealing, destroying property, running away, and/or other dangerous acts, these issues will be addressed through you earning a possible trust or safety violation. All residents begin in the Bear Phase. As you work your treatment program, you will be able to apply earn higher levels, which provide higher privileges to you.

Bear Phase



"The Bear is a symbol of strength, courage, and tenacity. The Bear also represents a gentle friendship and a docile follower in camouflage, but its love for honey adds up an amusing element in the symbol of power and dignity. Many believe that as a wise creature, it gains wisdom through its winter incubation…." (Animal-Symbols.com)

As you begin your journey at Milwaukee Academy, many aspects of your life are coming into focus. Not everyone that comes to the Academy is fully happy about being in the program, so to start to explore experiences and issues that have been pushed away for some time can be very scary. You are figuring out what makes sense, how much commitment will you give your treatment, and do you really want to change. You are in the treatment acceptance phase of your journey, and things can feel overwhelming. As you begin your assessments, get your treatment plan, and start to face life in a whole different light, there will be times when it feels that you want to give up and return to your old 'life' and way of dealing with your feelings and thoughts. This makes complete sense, as making a commitment to change means admitting that all of what you have been doing to survive life may not be the best thing for you.

As you begin to work on your individual treatment and treatment work with your family, you will notice that you are working on understanding yourself, your family, and your past, and making sense of what it all means to you. There will be skills and milestones that you work through during the aspect of the Bear phase. You will find that you are more open to further exploring your own life as well as your family's and beginning to WANT to make even more changes. You will find that you are moving into the treatment seeking stage, and wanting help to continue your journey of you. This work you are doing takes great strength and bravery to open up to a new way of looking at and dealing with your life.

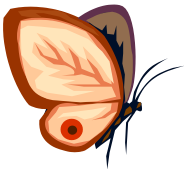
To symbolize the work you are doing in your Bear Phase, you will receive a charm bracelet with a symbol of a bear after your initial run precaution is over, to remind you every day that you are working on some very tough treatment work.

Owl Phase 

"The owl is a symbol for vigilance, acute wit, and has been associated with spirits. It is a guide in the underworlds, but an effective hunter, and the Celtic symbolize it with wisdom, keen sight, and patience. Many cultures associate the owl with the following: intelligence, brilliance, wisdom, power, and knowledge. This bird has a gift of heightened senses which enables it to see through deception, illusion, external appearances, and to find hidden truths." (Animals-Symbols.com)

Now that you are feeling more empowered and open to change, you are increasing your mastery of your daily Self Awareness Tools, Sensory Diets, and DBT Skills that help you not only in your day to day work, but also in challenging yourself to go 'deeper' yet into your recovery from your past traumas. Practicing your skills in the community, with either MA staff or your team members or family members, you are beginning to see that the work you are doing at the Academy is also benefiting you as you are in the community and with your family. You are actively seeking the help and support from staff and your team, and learning how to understand your even bigger ability to change. As you are open to exploring yourself and pushing yourself to internalize your treatment to need the adults in your life less to 'help' you succeed and more to 'support' you in doing the work, you will also experience relapses and setbacks that can set the stage for further mastery of your skills and in regulating your emotions/thoughts. You will notice that you are gaining self-awareness and insight into how you were vulnerable to the negativity in your life, and how to see how you were manipulated into using the unhealthy coping tools that you had to use to survive.

To symbolize your continued commitment to making changes and seeking treatment/help, you will receive an owl charm as you move from the Bear Phase to Owl Phase, and pick out your own personal sheet/comforter set.

Butterfly 

"The butterfly symbol represents the soul and resurrection in several parts of the world. The butterfly in itself represents life and its cycle. In Japan, after flying from the cocoon and spreading its brand new wings, it is a symbol of young girls which represents emerging beauty and grace, the change is regarded as joyful." (Animal-Symbols.com)

As you become more comfortable in internalizing your treatment work into everyday life, with needing less help from adults to 'do' the work to help you and utilize them more as 'support' for making good decisions, you will begin to understand new things about yourself that you had not thought of in a while. You may rekindle old creativities and

strengths that were buried for some time, and you will begin to be a natural leader to your peers as well as balance needing to focus on your treatment work AND building a new and confident YOU. This phase will involve the same levels of movement as you work toward more independence and self-confidence, and you will see yourself understanding what having more privileges and freedoms feels like along with more responsibility. Hopefully, you will begin to see yourself as beautiful, both inside and out, as you internalize all your hard work into lasting change. You are on your way to having a life worth living.

To symbolize the treatment work and self-awareness you are internalizing, you will receive a butterfly charm as you move from Owl Phase to Butterfly phase. You will also get to go shopping with your primary for your own personal towel set.

Phoenix 

"The Phoenix is a bird which enjoys a long life span. When its current cycle of life is complete, the Phoenix sacrifices its current self and renews itself three days later. When it does this giving up of its old and completed self, it does so because it is READY to be transformed into a higher realm. The Phoenix is a reminder that our current selves are a path for expansion and growth, and that our journey is an infinite adventure, in which one can decide at any time that our old selves are complete and a new 'self' can be created." (taken from A Seeker's Thoughts-The Phoenix-Symbol and Myth, November 23, 2010)

Since you have worked so diligently to get to the Phoenix phase, you may think that you are all done with your treatment. Many times, it does mean that you are prepared as much as you can be for discharge back into your community, with your new and improved ways of facing both your good days and your bad days. As you have learned as you have mastered the skills you need to succeed with reaching your treatment goals, you are also prepared to face the real world on a regular basis. You don't stop there, however, as you work to understand what this accomplishment means, and prepare to transition away from the day to day help from staff, to doing the work on your own, with some support in your communities. The confidence you have to be the best you that you can be is bringing you closer to a life worth living. You deserve this, just as any other young person in this world.

To symbolize your journey to self-confidence and internalization of your treatment work, you will receive a phoenix symbol for your charm bracelet, reminding you of your voyage to a life worth living. You will also get a new iPod so that you can download inspirational songs, messages, etc. to keep yourself motivated in moving toward your ever changing life.

As you prepare for discharge, you will be working on a lot of transition planning with your treatment team, getting prepared for school in your community and many other things. You will also get to have a Goodbye Group especially for you with your peers and as many staff as can be there. You will get to prepare a special project with your primary's support and ideas (if you would like) that represents you and your voyage through treatment. At your goodbye group, you will also receive the book called "Oh, the Places You Will Go" with messages from your staff. You can have your peers and any other staff you want sign your book for you as well.

INTERVENTIONS

The Academy believes that all people have the right to be treated with dignity and respect. 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 demonstrate problem behaviors.

Verbal Intervention

Talking with 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 through talking with staff. You may need some time away from the group to collect your thoughts. You can ask for a personal time out in the thinking chair, or you can ask for some time in the Multi-Sensory room. This room has a variety of different tools to help you calm down, regain your thoughts, and return to the problem that you have been having so that you can resolve the problem effectively. Sometimes staff may ask you to take some time in there as well. This is all to prevent further problems from happening.

Time-Out

Another intervention that may be used to help you collect your thoughts and gain your composure is a time-out. You may be asked to take a time-out in one of the thinking chairs, the Multi-Sensory De-escalation Room, another location on the living unit, or in the school. Time-outs are usually short, and are helpful to you to be able to re-think some of your decisions.

Supervised Time-Out

If you are unable to respond to the previous interventions mentioned, you may need to take a time-out in the Time Out Room. Staff will assist you to help you improve your behaviors so that you can process through the problem and return to the activity that you left.

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 Time Out Room may be a necessary intervention to give them a place to calm down. The Time Our Room can be locked or unlocked, depending on the severity of danger that you present. There is a viewing window which allows staff to continue to make sure that you are safe.

FAMILY CONTACT

Phone Calls/Letters
You may call your parent(s)/guardian(s) once per week with their permission. They may also call you every day. Phone calls will be only 10 minutes so that all of the girls may get a chance to talk with their families. Your family will be asked to call you only once per night to keep the calls going as smoothly as possible. Writing letters is encouraged to the people who have been approved by your treatment team. The Academy will provide you with paper, envelopes, and one stamp per day.
You may call your attorney or social worker when you need to. The procedure for this is to fill out a written request to the Caseworker who will arrange for you to call your attorney or worker as soon as she can the next day. If you prefer to use your weekly call for this rather than to your family, you may.

Visits
Approved family members, mentors, workers, and other approved visitors may visit you at the Academy. The adults on your team will discuss and arrange the weekly visitation plan. Your visitor must get approval and/or make arrangements with the case worker prior to coming. Dependent upon 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. Dependent on how you conduct yourself during the visit will determine how long your visit will last.

Home Visits
Your home visit plan will be developed with your treatment team that includes the professional people working with you and your parent(s)/guardian(s). It is likely that your plan will be different from your peers' home visit plans. Home visits are considered an extension of your treatment, not a vacation from treatment. Your stability will determine whether or not you are able to go on a home visit.

PERSONAL POSSESSIONS

Allowance/Incentive
You will be given the opportunity to earn an allowance of up to $17 a week. You may

maintain up to $10 on the living unit, which will be kept for you in a safe. Any money beyond $10 will be kept safe for you in the back office. Also, $5.00 will be automatically placed in a discharge fund for you, the total of which will be mailed to you after you are discharged. There are times when you may request some of this money for something special as well. Money requests need to be in to the Caseworker no later than Wednesday night.

You may be required to pay restitution for a variety or reasons. One, you may have a court order mandating that you pay court fees, victim witness fees, or other community services focused fees. You and your team will determine how this restoration will occur while you are at Milwaukee Academy. You will also pay restitution if you destroy property of someone else at the Academy, staff at the Academy, or the Academy itself. The amount of restitution will be determined by the Clinical Team at Milwaukee Academy.

Clothing

Your agency worker and parent/guardian have a list of clothing which you may bring with you at the time of placement. You are to wear your own clothes and may not share them with other residents. There are expectations that you will wear clothes that are flattering to you, and are not revealing. 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 clothing that you have brought into the building.

Personal Items

You may bring some personal items to make yourself feel comfortable and provide yourself with things to do. Again, expensive or valuable items are discouraged, as they may become lost, stolen, or damaged. We have personal hygiene and self-care products that will be given to you if you do not have the ability to bring your own. Your Unit Managers can help get you the supplies/products that you need.

Your bedding supplies will be provided to you by Milwaukee Academy. You may bring your own bedding and blankets to make you feel more comfortable, but you do not have to. Bedding is changed every week.

The following is a list of items that you may and may not bring into the Academy:

Allowed	**Not Allowed**
Radios	Glass items
Books	CD's, CD players, IPods, MP3 Players (until Owl Phase),
Art supplies	Hygiene supplies containing alcohol as the first ingredient
Diaries	Expensive jewelry
Stuffed animals	Jewelry for body or face piercing
Games, puzzles, models with non-toxic glue, crafts, cards, educational materials	Straight razors/razor blades/disposable razors
Electric razors (without beard trimmer)	Large video game systems
Pierced ears only	Televisions
**Any expensive items, electronic equipment, or items deemed necessary by staff, will be locked up and returned either home or with your social worker.*	Computers
	Cameras
	Artificial Nails of any kind (until Butterfly Phase)