

# Parent Manual



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PROVO CANYON SCHOOL

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*Shape a Child. Shape the Future.*

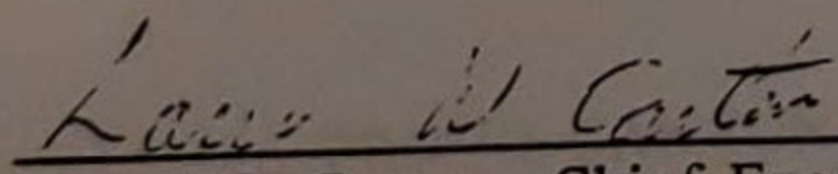
DEAR PARENTS:

This manual has been written to help you understand the philosophies, policies, and procedures of Provo Canyon School. Hopefully, it will provide you with confidence and assurance that the choice you have made for your child is appropriate for his or her needs.

Provo Canyon School provides its students with a therapeutic environment. We develop individual treatment plans to specifically address the issues troubling each child, and which respect their emotional, educational, and developmental needs. Please talk candidly with your child's Primary Therapist sharing your questions and concerns about what we are doing, and about the important ways in which you can participate. Along with the dedication of a qualified staff, the full support of parents will greatly enhance the likelihood of our success in accomplishing our primary goal of helping adolescents change their lives for a positive future.

Periodically, with your billing statement, you will receive a questionnaire designed to provide us with feedback about our overall effectiveness. We welcome your comments, both positive and negative, and appreciate your suggestions for improvement of our services. We also recognize that there may be occasions which require immediate attention, or a problem that has not been resolved to your satisfaction. If so, please don't hesitate to contact me. We are vitally interested in your concerns, and will give them our prompt attention.

We are here to help your child, and we look forward to being successful together.

  
Larry W. Carter, Chief Executive Officer

08/97

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## KEY CONTACT PEOPLE WITHIN PROVO CANYON SCHOOL

In order to expedite requests, it's our goal to respond to your requests and concerns in a prompt fashion. Use the guide below to help determine who may be the best person to address your needs. If you are unsure, feel free to ask your Primary Therapist.

### Academics:

Nick Pakidko (Education Director)  
(801) 227-2010

- Education Program Inquiries

### Registrar

Provo Campus (801) 227-2008

Orem Campus (801) 223-7105

- Transcripts
- Class Schedules

### Business Office:

Lori Connin (Director of Business Office)  
(801) 229-1038

### After Discharge

(801) 229-1041

- Inquiries

### Accounts (A-K)

(801) 229-1047

- Statement Inquiries
- Billing Requests

### Accounts (L-Z)

(801) 229-1040

- Statement Inquiries
- Billing Requests

**Medical Department:**

Lorraine Davis, Director of Nursing  
(801) 227-2036

On-Duty Nurse

Provo Campus (801) 227-2003

Orem Campus (801) 227-2156

\* Medical Requests

Claudia Nelson (Medical Sec. — Girls and  
Pre-adolescent Boys) (801) 227-2157

Lorene Hernandez (Medical Sec. — Boys)  
(801) 227-2039

\* Medication Charge Inquiries

\* Medical Billing Requests

\* Medical and Dental Concerns

**Group Living:**

Mark Peterson, Director of Group Living  
(801) 227-2054

Student Services

Provo Campus (801) 227-2096

Orem Campus (801) 227-2162

\* Clothing/Personal Items Inquiries

\* Amenities Inquiries

**Administration**

Larry Carter, Administrator

Jeff Smith, Assistant Administrator

Terre Bleckert, Administrative Assistant

(801) 229-1036

**Therapy**

Garold Barton, Director of Therapy  
(801) 227-2050

## ROOM & CARE/FEES/SCHOOL CONTRACT

### PRIVATELY PAID PATIENTS

Upon admission, self-pay fees are paid to cover the patient's first month's room & care, orientation and processing, and to set up a reserve account for incidental expenses which is explained below.

Thereafter, room & care is due in equal monthly installments beginning one month from the date of admission and continuing on the same date of each month thereafter. Room & care charges are billed and payable one month in advance.

### INCIDENTAL EXPENSE ACCOUNTS

A deposit of \$500 is required at the time of admission. Your account will be credited with \$400 of the \$500. The remaining \$100 will be placed in a reserve account and credited to your account at the time of discharge. You will be billed monthly to cover the costs of your child's amenities, allowance, low-cost clothing needs (such as underwear and socks), and other personal items.

### SCHOOL DISTRICT PAYMENTS

If parents/guardians are applying for school district funds at the time of placement, or intend to make application after admission occurs, the parents or guardians must pay the initial deposit and continue to pay monthly room & care charges until funds are actually current from the district. Districts pay only for one month's cost at a time, and very often do not start payment for up to 90 days after a contract has been approved.

Payments received from parents/guardians which are later paid by the district will be credited to the patients account and reimbursed when the account is closed (30 days after the patient completes our program, to allow adequate time for all charges to be processed).

### INSURANCE-FUNDED PATIENTS

The following guidelines are in effect for patients funded by insurance:

1. Provo Canyon School must have approval from the insurance company before admission.
2. Any deductible or co-insurance must be paid by the parent/guardian upon admission.
3. All incidental and medical expenses not included in the base rate are the responsibility of the parent/guardian.

Medical bills and itemized medication sheets will be received by the parents for the purpose of submitting to their insurance company.

## ORIENTATION PROCESS

You should be contacted by your child's Primary Therapist within 72 hours of the admission. If you are not, and you have concerns, please do not hesitate to contact the School.

Transition from a home environment to a structured Residential Treatment Center (RTC) requires considerable adjustment. This is especially true for adolescents who have been oppositional to authority or structure and who may resent being controlled. To facilitate an effective adjustment and help the patient take more responsibility for their treatment, the patient is provided an initial period of orientation.

The Orientation Unit is a 24 hour supervised, secure unit that provides a highly structured and supportive environment. A rigorous daily routine is maintained filled with staff instruction, physical education, daily chores, and counseling. The Orientation Unit is a comfortable and safe place with bedrooms, a common area with TV and study areas, and bathroom/showers all independent from the other treatment units. New patients also have use of the gym, swimming pool, and dining facility. Orientation is designed to accomplish three major things: (1) to help adjust attitude and behavior to enabling successful integration into Provo Canyon School, (2) to learn responsibilities, expectations, and rules while in treatment, and (3) to fully evaluate and assess treatment needs so that time can be used most efficiently.

Prior to advancing to one of the open units, the patient must demonstrate that they understand and will live by the rules, that he/she can be trusted to remain at the school and not go AWOL (absent without leave), that his/her behavior and attitudes with peers and staff is acceptable, and that he/she is willing to take an active role in the treatment plan. Initially, orientation starts out quite restricted. But a patient will quickly gain more freedom and privileges as the staff gain confidence in them by their attitude and behavior. In time, they have opportunities to be fully involved in the open unit, recreational, and social activities.

Orientation is a time for evaluation. The patient will usually undergo several evaluations, interviews, and tests. All of this is geared to help identify the patient's medical and clinical needs, and establish a meaningful treatment plan. Academic testing is also given and, once completed, the patient will receive a class schedule and start school. The Primary Therapist provides clinical support through individual and group therapy during the orientation time with a focus on helping the patient accept responsibility and adjust attitudes toward treatment.

During the Orientation phase, the patient's communications with parents and family will be through letters. Both telephone and visit privileges are restricted during this initial period; however, the Primary Therapist and the parents are encouraged to develop a positive relationship working with the patient. The primary therapist will keep the parents apprised of progress and well-being during the orientation process.

Most patients are very interested in knowing how long they will be in treatment (time). More important than time is accomplishment of change in both attitude and behavior. We tend to judge a patient's readiness for discharge from our program in those terms instead of merely time. Completion of Treatment Goals determines when a patient is ready to transition from Provo Canyon School.

## TESTING/PROGRAM PLANNING/PROGRESS LETTERS

Shortly after admission, School staff will administer a battery of academic, intellectual, and psychological tests. Results of these tests will be combined with information obtained from previous placements and other professionals to help plan the patient's individual treatment plan. Your child's test results will be available to you; however, we prefer that his or her I.Q. scores and similar tests be discussed in person.

Our therapy staff will coordinate with you to receive your input and support for the overall treatment plan, which consists of specific goals to be accomplished during your child's treatment at Provo Canyon School. It is critical to our success that the patient complete all phases of the Treatment Plan before being discharged from the program.

We will telephone you periodically to discuss your adolescent's progress. In addition, you will receive written letters; the first within three weeks, and on a monthly basis thereafter. These letters will indicate your child's current program status and his or her progress in accomplishing the goals associated with that status.

Any questions regarding the tests and/or letters should be referred to your son's or daughter's therapist.

## ACADEMICS

Provo Canyon School is accredited by the Northwest Association of Schools and Colleges.

### EDUCATIONAL TRACKS

Provo Canyon School offers a junior and senior high curriculum (grades 7-12) with a low teacher to student ratio.

Students are graded every two weeks with academic progress given by the teachers to be included in the Therapy Progress Reports sent to parents monthly.

### GRADES

Students are graded every two weeks to denote progress in a class. **A STUDENT MUST PASS THREE OF FOUR LEVEL GRADES PER TERM TO EARN FULL CREDIT.** A student enrolling after the term has begun is expected to make up missed work or an equivalent class progress grade from the transferring school may be applied to the level grade. A student may within reason make-up any failed level grades, but must do so within one week after a term ends.

### PRIVATE TUTORING

At times a student may need outside class assistance. We encourage students first to meet with instructors before or after school; but if it is determined by the Education Director that a private tutor is needed, he will contact the parents directly for permission. A fee which is not included in the basic room & care rate is required.

### RELEASE OF OFFICIAL TRANSCRIPT

An official transcript of academic grades and credits will **not** be released until all amounts owing, under the terms of the contract, have been paid in full. Transcript requests should be directed to the Registrar and approved for release by the business office.

Provo Canyon School  
1996 - 1997 ACADEMIC CALENDAR

1996 FALL SEMESTER

1st Term: September 3 - October 25  
2nd Term: October 28 - December 20

Level Grade Periods

09/03 - 09/13  
09/16 - 09/27  
09/30 - 10/11  
10/14 - 10/25

10/28 - 11/08  
11/11 - 11/22  
11/25 - 12/06  
12/09 - 12/20

Labor Day Holiday: September 2  
Thanksgiving Holiday: November 28  
Christmas Holiday: December 25  
Graduation: October 25 and December 20

DECEMBER INTERIM WEEK: December 23 - 27  
Teacher Preparation Day: December 26

1997 WINTER SEMESTER

1st Term: December 30 - February 28  
2nd Term: March 3 - April 25

Level Grade Periods

12/30 - 01/17  
01/20 - 01/31  
02/03 - 02/14  
02/17 - 02/28

03/03 - 03/14  
03/17 - 03/28  
03/31 - 04/11  
04/14 - 04/25

New Year Holiday: January 1  
Graduation: February 28 and April 25

APRIL INTERIM WEEK: April 28 - May 2  
Teacher Preparation Day: May 2

1997 SUMMER SEMESTER

1st Term: May 5 - June 27  
2nd Term: June 30 - August 22

Level Grade Periods

05/05 - 05/16  
05/19 - 05/30  
06/02 - 06/13  
06/16 - 06/27

06/30 - 07/11  
07/14 - 07/25  
07/28 - 08/08  
08/11 - 08/22

Memorial Holiday: May 26  
Independence Holiday: July 4  
Graduation: June 27 and August 22

AUGUST INTERIM WEEK: August 25 - August 29  
Teacher Preparation Day: August 29

## LEVELS AND STATUSES

All privileges at Provo Canyon School are earned. Academic achievement, therapeutic progress, and appropriate behavior contribute to a child's eligibility for privileges.

### ACADEMIC LEVELS

Your Child will be graded scholastically every two weeks, the lowest grade earned determines a patient's Academic Level according to the following scale:

| <u>Lowest Grade</u> | <u>Academic Level</u> |
|---------------------|-----------------------|
| A or B              | Level III             |
| C                   | Level II              |
| D                   | Level I               |
| F                   | Limbo                 |

No privileges are based solely on academic performance. Associated with Academic Levels are various privileges; the higher the level, the more numerous and more desirable the privileges. This method of level assignment allows the patient to move at his or her own pace but requires effort in **all** subject areas. Grades help determine eligibility for exercising status privileges and determining academic performance.

### PROGRAM STATUSES

Your child's progress will be reflected through a series of increasing statuses, each with its own privileges and responsibilities. Each child's progress through the statuses is evaluated by group living, therapy staff and teachers. Specific areas of accomplishment must occur for each particular status, and the child is required to complete the appropriate number of positive incentive points to move up.

The Academic Levels and Group Living Status programs are integrated and complementary. Lack of success in either area may affect the other. For example, a patient on Limbo Level may be placed on status probation, or a behavior setback may nullify his or her eligibility for status privileges.

## THERAPY PROGRAM

Provo Canyon School's Therapy Department is staffed with qualified professionals who are credentialed to provide the type of treatment your son or daughter will need on an individual basis. The primary goal of the therapeutic program is to help the patient build self-esteem and experience success in his or her emotional, social and psychological functioning. In addition to individual therapy, we emphasize group therapy, including special issues groups when appropriate.

A supervising therapist will work closely with your child's primary therapist, especially during the critical adjustment period immediately following admission. This is a particularly difficult time when it is common for patients to attempt to arouse feelings of guilt and anxiety in their parents through cruel and hurtful remarks. This type of manipulation, called guilt-loading, may or may not be intentional but, if allowed to succeed, is self-defeating and counter-productive.

The Primary Therapist is a vital member of the patient's treatment team. Working on a one-on-one basis, as well as in groups, your child will begin to deal with his or her problems and work through emotional barriers that can hinder progress. The Primary Therapist will help the youth set goals toward personal development and will monitor progress toward completion of the Treatment Plan. Your child will concentrate on strengthening family ties, and will work closely with you toward resolution of any conflicts which may exist between the two of you. Parental involvement in the development of individual goals is extremely important.

## SUBSTANCE ABUSE PROGRAM

The Drug and Alcohol Program is designed to break the cycle of substance use and abuse among adolescents. The program functions as a component of the Therapy milieu and involves the services of specially qualified and trained staff.

Upon admission, each patient is tested for their propensity for substance abuse. This, along with a clinical diagnosis of any form of substance abuse, automatically channels the patient into the Program.

Our treatment philosophy emphasizes the 12-Step model, and is coordinated by the patient's Primary Therapist and the substance abuse therapist. Interventions include individual, group & recreational (activity) therapies, and counseling.

Patients participate in the 12-Step program of Alcoholics Anonymous and Narcotics Anonymous for the duration of their treatment. An open entry, open exit system is utilized, allowing newcomers to enter at any stage of previous involvement. A strong component of the Substance Abuse program is relapse prevention. AA and NA meetings are held separately each week, at both Campuses. Patient leadership is encouraged, and patients organize and run the meetings. AA/NA groups are also held jointly each week and are open to the community at large.

As the patient approaches the conclusion of treatment, aftercare preparation is intensified, which includes initial contacting of AA/NA support in the patient's home community and solidifying appropriate clinical support for the patient and family.

### AFTERCARE

An essential part of the treatment plan is to facilitate a smooth transition from the structured environment of Provo Canyon School to an independent or family living setting, and to help former patients maintain positive adjustments in their attitudes and lifestyles developed while in residence at Provo Canyon School. Therapists will work with parents in developing an appropriate transition plan as your son or daughter nears program completion. They will also be available following program completion for support and assistance with problem solving, or to conduct counseling sessions with you or your child. Contacts with former patients and their families are usually by telephone, and patients or parents should feel free to call the therapist to discuss problems.

In addition, therapists may suggest to parents a number of professional individuals and services in their locale. Our growing network of health care professionals and facilities provides an excellent pool of resources for both individual and family therapy.

School personnel will contact parents at intervals during the aftercare period for follow-up purposes.

## PROVO CANYON SCHOOL PROCEDURES

### DISCIPLINE

The discipline program at Provo Canyon School is nonphysical. Infraction Reports (I.R.'s) are used to document behavior or attitude problems. I.R.'s are categorized by seriousness of the infraction, and may result in loss of privileges and/or temporary removal from an academic class or group living unit to the Investment Unit.

### INVESTMENT

The Investment Unit is a secured area where patients receive more intense supervision. Depending on the infraction, assignment to the Investment Unit may be for a number of hours or days. The word "Investment" indicates that it is the patient's responsibility to contribute time and effort to regain lost privileges or status. This is accomplished by completing Investment Periods (I.P.'s), which consists of 25 minutes of quiet time during which the patient may choose to sit quietly, work on school work, or other productive assignments. Each 25-minute Investment Period is followed by a 5-minute break, when the patient may relax and attend to personal needs. Investment periods do not interfere with meals, classes, physical education, or therapy sessions. Investment period credit is also granted for successful completion of academic classes and therapy sessions and achieving targeted appropriate behaviors.

### RESTITUTION

In addition to an Investment assignment, patients who damage property, either intentionally or accidentally, belonging to the School, another patient, a staff member, or a visitor will be required to make monetary restitution from their weekly allowance or work experience account. The initial amount will be billed to the patient's account. If there is any amount owing at the time of discharge the amount is transferred to the parents account and becomes the parents responsibility.

### SPECIAL TREATMENT PROCEDURES

The manner of response to patients who are out of control is understandably of concern to parents. The program at Provo Canyon School provides for immediate therapeutic intervention when a patient becomes physically aggressive or exhibits signs of extreme emotional stress.

It is the policy of Provo Canyon School that the use of physical restraints be a last resort. Physical intervention is considered appropriate only when a patient exhibits physical aggression toward a staff member, another patient, or attempts to hurt himself or herself. Staff are thoroughly trained in the use of non-aggressive, non-abusive restraint techniques.

A patient who is temporarily out of control may be placed in the Seclusion Room, which is a small, empty room where the patient may sit by himself to "cool off". The patient will stay in the Seclusion Room until he or she is no longer a danger to themselves or others. All periods of Seclusion must be approved by the School's staff psychiatrist. The time that a patient spends in seclusion is time limited and medically supervised.

All incidents of physical intervention and/or Seclusion Room use are documented and reviewed by an administrative committee to determine the appropriateness of the action.

### CONFLICT RESOLUTION

#### o PARENT CONCERNS\COMMENTS\COMPLAINTS FOR PATIENT CARE

Any Concerns by parents regarding patient care should be addressed to the Primary Therapist verbally or in writing. If resolution is not reached, other staff will be utilized as needed in this sequence: Supervising Therapist of the Primary Therapist, then the Director of Therapy, then the Medical Director and last in the sequence is the Chief Executive Officer.

#### o PATIENT GRIEVANCE PROCEDURE

Students may request a grievance review at any time and for any reason by filling out a grievance form. Each complaint will be investigated with the assistance of the administrative supervisor. After appropriate resolution has been reached, both student and therapist will be notified. Appeals may be addressed to the Human Resource Director and Chief Operating Officer. The outcome of this process will be communicated to all parties involved. All grievance activities will be reviewed on a monthly basis by the Risk Assessment/ Ethics Committee.

## MEDICAL SERVICES

Medical care is coordinated by our nursing staff, and relationships with local medical and dental specialists assure the availability of a full range of quality health care services.

### PHYSICAL EXAMINATIONS

Your child will receive a complete physical examination shortly after admission at the School. This includes a review of his or her medical history, analysis of any current problems, and a complete physical assessment by a Registered Nurse Practitioner. The examination includes laboratory studies and visual acuity testing. Dental exams are required by JCHO every six months. These exams are performed off-campus in the office of a local dentist. Your child will be sent to the dentist for routine care six months from the date of the last exam.

The routine lab studies include a urinalysis, blood serology, complete blood count, hepatitis screen, and TB test.

The following testing may also be performed:

1. Urinalysis drug screen, on admission, and after each off-campus visit.
2. For Girls: Urine pregnancy test one month after admission and urine pregnancy test one month after each overnight off-campus visit. For Boys: A clean catch urinalysis
3. Blood chemistry tests to determine therapeutic levels of psychotropic medications patient was receiving prior to admission. Specifically Depakote, Lithium and Tegretol, and others as ordered by the psychiatrist upon admission evaluation.

Any medical problem or emergency treatment that occurs is reported to the parents as soon as possible. With your permission, your child may be referred to a local specialist for further evaluation or treatment. You will be informed of the results of that evaluation and any treatment that is recommended by the physician.

## ON-CAMPUS MEDICAL TREATMENT

Sick call and nurse's rounds occur on an ongoing basis. Minor complaints such as headache, stomach distress, flu and/or nausea, are treated with the use of non-prescription medication, according to the Physician's standing orders. If a condition persists, the patient is seen by the nurse practitioner on campus; and, if needed, off-campus medical care is obtained. Parents will be informed of all treatment by mail or by phone.

Injuries are carefully evaluated, and if possible treated in the dispensary by the on-duty nurse or nurse practitioner. Otherwise the patient is taken off-campus for treatment of the injury. (See Emergencies)

## OFF-CAMPUS MEDICAL TREATMENT

1. Emergencies. Emergency situations are the only off-campus medical care provided without your prior consent. Injuries or illnesses that cannot be treated by the nurse are transported by car or ambulance (according to need) to Utah Valley Regional Medical Center in Provo, Orem Community Hospital in Orem, or to the office of a local physician. You will be notified of the circumstances as soon as a diagnosis has been made by the physician and a treatment plan has been ordered.

2. Non-Emergencies. Prior parental/guardian permission or request is necessary before off-campus non-emergency medical care is provided. Dermatological treatment, orthodontic work, specialist evaluation, and orthopedic consultation fall in this category. You will be contacted, the situation discussed, and your decision honored.

## DENTAL CARE

Upon admission, please notify the School of the date of your child's last dental exam. The Medical Secretary will schedule a regular dental examination approximately six months after that date and the dental office will contact you if further dental work is needed. They will provide you with information regarding procedures for having any necessary dental work done locally. We are required to provide a dental exam every six months. We will seek parental permission first, but will go ahead and schedule an exam.

Those patients needing follow-up care on braces or retainers must have parental permission. Parents must notify the Medical Secretary who will then make the appointments and arrange transportation for regularly scheduled appointments. The Orthodontist, Dr. Brian Trapnell or Dr. Mark Fullmer, will require your child's previous orthodontic records, and will want to make

financial arrangements prior to treatment. Please contact their office at 801-489-3611, 225 E. 400 S. Springville, Utah 84663.

If you have a referral to a local orthodontist, please so indicate when you contact the Medical Secretary at (801)-227-2039.

At your request, any additional dental/orthodontic work you deem advisable will be done at our earliest convenience.

### MEDICATIONS

All medications given at the School are prescribed by a psychiatrist, or Nurse Practitioner, (who is supervised by a physician), whether through individual patient prescription or standing orders. If your child is taking prescribed medication upon admission, that medication is continued. After a physical and psychological examination, it will be determined by the examining physician whether or not to delete, change or continue their current medication. Psychotropic medication is never started without parental permission. We will contact you if such medication is prescribed by the Psychiatrist. Occasionally a single emergency dose may be given to patients who are out of control; the same criteria applies to physical restraints.

The Medical Department requires your cooperation in not sending over-the-counter and prescription medications to your children during their stay. We are required by State law to only give prescription medications ordered by licensed physicians in the State of Utah. For those patients taking medication at the time of admission, we do ask that you provide a three-day supply to avoid the possibility of interrupting the medication schedule. Please do not send more than a three-day supply. We cannot accept asthma inhalers or any topical medications from home, such as acne medications. If your child is using a topical medication, please keep it at home for use when patient returns for home visits. Upon receipt of the prescription name and instructions for use, we will order a replacement medication from our pharmacy. Occasionally the physician may order an over-the-counter product such as corn starch powder to be used in the treatment of athlete's foot. You will be charged for these items directly; most insurance companies do not pay for over-the-counter products.

Itemized medication billings will be sent to you monthly for you to submit to your insurance company for reimbursement. If you have a prescription card, dental, or medical insurance, it is very important that you contact the medical secretary to facilitate proper billing and usage of these benefits.

### CHRONIC ILLNESS

Patients with a chronic medical problem, who are ambulatory, can be admitted to the School. However, some problems do require a board review to determine eligibility for entrance. If your child is in this category, we ask that you provide us with all pertinent medical information at the time of admission. Include the attending physician's name, address, telephone number, and the current treatment plan. If prescription medication is being used, parents should provide a three-day supply to ensure continuity of care; thereafter, the nurse will order the medication from a local pharmacy. The patient's current treatment plan and medications will be continued as ordered by the attending physician, until otherwise noted.

We believe there is merit in patients having an evaluation by a local physician. This physician will work with the physician at home in providing and monitoring treatment during the patient's stay at the School. Also, this provides us with an informed and available physician to contact in case of an emergency relating to the illness. The advisability of having a local physician involved in patient's care will be discussed with you at the time of admission.

### ELECTIVE PROCEDURES

All elective procedures/treatments i.e. acne treatment, wart removal, dental care etc. requires clearance through our business office.

### TRANSPORTATION

Patients are transported to appointments by staff. If the patient is in one of the secured areas (Orientation, Investment, or Unit One), a counselor must accompany the driver and patient. The counselor escort fee is an additional expense to the transportation fee. For this reason we try to delay routine off-campus medical care such as orthodontic appointments, dental care, and dermatological care until a time when the patient is no longer in one of these areas. However, if you feel this type of care is needed shortly after admission, we will arrange the appointments and send the escort at your request.

## MEDICAL BILLING PROCEDURES

It must be anticipated that accidents, injuries and acute illnesses can and do happen. For the protection of the patients, the parents, and the School, every patient accepted for admission must be covered by a health insurance policy provided by the parents or guardians.

Upon Admission, Parents must have completed and signed health insurance claim forms (including dental, if available) to be kept on file in the Medical Department. When a patient is taken for covered treatment, the nurse will send the appropriate insurance forms with the escort to expedite payment of the physician's bill. The doctor, hospital or emergency room will bill the insurance carrier directly for charges incurred. Parents will be responsible to work with the provider to pay any deductible. If the School does not have insurance forms on file, the hospital and/or physician will bill the parent directly. Only in-house medical visits will be billed by the School, for doctors who make office visits to the School. When a patient is taken off campus for any medical care, the physician or emergency room will bill parents directly; parents should then submit payment directly to the provider.

If you have any medical questions, concerns or requests, please contact the Medical Department directly, at (801) 227-2039 (Provo Campus - Boys), (801) 227-2157 (Orem Campus - Girls), or contact the Director of Nursing at (801) 227-2036.

## CLOTHING AND PERSONAL BELONGINGS

When a patient arrives at Provo Canyon School, his or her clothing and personal items are marked with an identification number.

Each patient will be assigned to his or her chest of drawers and closet space for storing everyday clothing and personal items. We have a limited amount of storage space and this should be kept in mind when packing or sending patients' belongings. Caution should be taken in sending costly or valuable items to your child. WE STRONGLY RECOMMEND THAT SUCH ITEMS BE SENT ONLY IF INSURED AGAINST LOSS OR DAMAGE UNDER YOUR HOMEOWNERS POLICY. We cannot be responsible for lost, stolen, or damaged items although we make every effort and precaution to see that this does not occur.

From time to time, your child may not be able to locate an article of clothing or personal belonging. If he or she reports this to you, please encourage him or her to fill out a Missing Items form in detail and submit it to the Unit Counselors for follow up. Items reported within 24 hours have a very good chance of being located.

Occasionally, your son or daughter will need to have basic clothing items replaced. You will be advised of any such needs. You will need to purchase the specific items and send them U.P.S. or U.S. mail.

### BORROWING/LENDING/TRADING

Patients are not permitted to lend their belongings or borrow from others.

### DRESS AND GROOMING STANDARDS

The dress code at Provo Canyon School requires that both school and casual dress be tasteful and reasonably conservative. Contemporary styles are acceptable, as long as they are not extreme. Bermuda shorts may be worn year round; however, they must be hemmed (no cutoffs). All garments must be in good condition (no holes, tears, stains, graffiti, or discolorations). Clothing with lettering or pictorial displays must be in good taste, and should not tend to identify the patient with any negative group or theme.

Standards for girls are as follows: skirts and dresses should be of appropriate length (no shorter than 2" above the knees), shoes should be conservative (no spiked heels; thongs only for pool-side use). Shorts should be at least fingertip length. Jewelry may be worn conservatively; expensive items should not be sent to patients while at the School.

Patients must be clean and neatly groomed at all times. Extreme haircuts or hair color are not allowed at the School and will be corrected if necessary. An initial assessment is made in consultation with a cosmetologist, which may result in an initial cutting, restyling, or dyeing of your son's or daughter's hair. Thereafter, haircuts are required as needed (monthly for boys), and are provided by a cosmetologist contracted by the School. You will be billed for this service. Dyeing, tinting, bleaching, or any other alteration of hair color is not permitted while a patient is enrolled at the School. Permanent waves are available on campus (as time permits) and with parental permission for the additional charge. Beards may not be worn; mustaches must be neatly trimmed and may not extend below the corners of the mouth. Earrings are inappropriate wear for boys.

Dress and grooming standards apply during the entire admission period, regardless of program status. Additionally, we urge parents to ensure that these requirements are maintained during home or off-grounds visits. Please refer to Appendix D.

We suggest that if you plan to purchase new clothing to send to your child, please consider Sears, K-Mart, Penney's, Mervyn's or The Gap stores that are near our campus. Penney's, Mervyn's, and The Gap are located nearby at the University Mall, and clothing that needs to be exchanged could be taken there, rather than sending it back to you. Please include a note to our Student Services Supervisor indicating items that need to be tried on by your child before they are marked.

## OUTINGS AND ACTIVITIES

Recreational activities provided on campus include: swimming, bowling, ping-pong, video games, tennis, volleyball, softball, soccer, basketball, and other sports. Supervisory personnel organize and oversee patient activities.

In addition, approved movies are obtained through local video rental outlets, or received via satellite. All television viewing, including network programming and cable offerings, is closely monitored for appropriateness. Because of copy-right legalities, videos may not be recorded and sent to the school for viewing. Videos may not be sent from home for viewing.

Off-campus activities include movies, waterslide, boating, horseback riding, waterskiing, miniature golf, snow skiing, snowmobiling, hiking, county and state fairs, college and professional sporting events, educational field trips, picnics, river rafting trips, camping, and more. One or more off-grounds activities are planned each week; however, not all patients are allowed to participate. This privilege is based on the patient's therapeutic progress and behavioral development.

### ALLOWANCE

Patients often communicate to parents that they cannot participate in an activity because they do not have enough money.

As part of their eligibility, patients are required to earn money for activities through their level grades. They must begin to understand simple budgeting procedures and learn to choose among several items on which they may spend their money. The amount of money spent on store items (candy, pop, chips, etc.) is limited, and patients may choose to limit their own spending even further, which leaves a very adequate amount for activities. A list of status/-level/allowance amounts is available upon request. A patient's actual expenses are billed to the parents monthly. Patients also have an opportunity to work for wages at the School and through the School's work experience program. These wages also are available to the patient to support his or her activities. Our accounting procedure requires a social security number in order to process patient pay. If you locate your son's or daughter's social security number after admission, please report it to Student Services or Medical Records staff.

## RELIGIOUS SERVICES

Church services, conducted by ministers and lay persons from the Catholic religion, The Church of Jesus Christ of Latter-Day Saints (Mormon) faiths, as well as non-denominational services, are provided on campus. Attendance is strictly voluntary.

Patients may also attend church in the community with their families when eligible to leave campus on visits.

## MAIL

We at Provo Canyon School recognize that receiving mail contributes significantly to the morale of our patients. **NEITHER INCOMING NOR OUTGOING MAIL WILL BE READ.** Please be aware that your son's or daughter's INCOMING mail will be opened and checked for contraband. Know, too, that you, as a parent, have the right to restrict incoming mail from certain individuals. If there are persons from whom you do not wish your child to receive mail, please let us know. We will need names, addresses, and other information which will help us identify mail from these persons. A form is included in the enrollment packet for this purpose. (Correspondence/Visit/Telephone Restriction List.)

Patients may receive magazines, newspapers, catalogs, product literature, shipments from book clubs, etc., so long as the content is suitable (see Appendix C). Requests for new subscriptions and/or memberships, however, must be initiated by the patient's parents and billed to their home or business address. It is not practical or feasible for Provo Canyon School to process such billings through the patient's or parent's account.

NOTE: The School will not forward magazines, newspapers, or other third-class bulk-rate mail. Such items received for patients who have completed the program will either be made available to other patients in the library or discarded, as appropriate.

Letter writing is an important tool by which your child may develop communication skills, including the ability to express his or her feelings. Therefore, we encourage patients to write to their parents at least once every other week, and recommend that a parent write no more often than twice a week. If you do not hear from your son or daughter within a reasonable length of time, or if you are concerned about something he or she has written, please do not hesitate to contact his or her therapist.

## CARE PACKAGES

It is a special thrill and satisfaction for any patient to receive a package from family or friends. Like you, we want your son or daughter to have such experiences as often as you feel it is appropriate. However, in order to effectively manage care packages for over 200 patients, we need your help. Please consider the following guidelines:

1. Sometimes patients use care packages to barter with other patients or, in rare cases, in an attempt to "buy" friends. It is suggested that packages contain inexpensive gifts that say "we care" but that do not encourage trading or theft.
2. In an effort to provide the best care for your child, and to meet our patient's needs for appropriate growth and development, we ask you not to send any care packages containing food except one week prior to the following holidays: Valentine's Day, Easter, Passover, Hanukkah and Christmas. As well as the obvious health benefit to the patient, we believe this policy will provide greater incentive for patients to earn their allowance (and buy snacks) through appropriate behavior within the program, as they will not have easy access to snacks through care packages. The school provides snacks on other holidays. The following is a suggested list for care package items:
  - magazines
  - family photographs
  - school supplies
  - stationery (no stamps)
  - small stuffed animals
  - make-up (girls only)
  - inexpensive jewelry (other than bracelets)
  - watches
  - curling irons, blow dryers
  - greeting cards
  - books (as appropriate--not poor attitude)
  - special amenities (favorite brands, shampoo, gift soaps, etc.)
  - clothing as needed (in accordance with the approved list)
3. Please review the enclosed "Contraband List" in Appendix A for specific information regarding what not to send patients.

## TELEPHONE PROCEDURES

When your child is eligible, he or she may call home twice each month. If you do NOT wish him or her to call home this frequently, please notify the primary therapist. Calls will be made at a convenient hour of the day for you, and will be placed "COLLECT." The conversation should be approximately 10-15 minutes in length.

Although this privilege is available to the patient, we prefer him or her to write to you. Writing develops written communication skills, it gives you an opportunity to see how he or she has improved, and it will help hold your costs down.

WE SPECIFICALLY REQUEST THAT PARENTS NOT PLACE CALLS DIRECTLY TO THEIR CHILD. The School's structure is such that patients are usually involved in classroom work or other activities, and it is not in their best interest to be interrupted. Also, your cooperation in this area will help avoid unauthorized calls to the School.

We realize that there may be a time when you may need to contact your son or daughter in an emergency situation. Under these circumstances, we request that you contact his or her primary therapist, discuss the matter, and decide between you the best way to handle it. In this way, your child will have immediate counsel and support in dealing with a problem. If a delicate situation such as death, divorce, or an accident is not handled skillfully, his or her progress may be set back considerably.

If your child's telephone calls are used in an attempt to manipulate, or to pressure you for visits, please support School policies and notify his or her primary therapist.

## VISITS

We encourage as much family interaction as possible, consistent with the therapeutic needs of each patient. Please understand, however, that visits, whether they are on-grounds, off-grounds, or home visits, are not intended to be breaks or vacations. Rather, they are opportunities for your family to have appropriate and supportive interactions that are not only social, but that specifically address family issues. All visits (on-grounds, off-grounds, home) occur as a component of the master treatment plan, functioning as critical interventions that address relevant treatment goals and objectives. Visits are timed to maximize clinical progress, and normally follow a progressive sequence beginning with on-grounds visits and culminating with home visits.

### VISITS IN PROVO

The first visit you have with your child will be on the campus. Each visit will normally be preceded by a meeting with his or her therapist, and a family therapy session will usually be scheduled. You will, of course, have extended opportunities to enjoy being alone with your child. If this visit proves successful, future visits may include off-campus activities in the local community.

We realize that you may also want to approve relatives or close family friends for on-grounds visits. Please discuss this with your child's primary therapist before making plans.

### FAMILY THERAPEUTIC INTERACTION

We recognize that you may want Family Therapeutic Interaction to occur so that your child can be a part of events that have value to a family, such as holidays, graduations, birthdays or reunions, but please remember that the primary purpose and function remains therapeutic, and visits cannot be specifically scheduled to coincide with holidays or family occasions. Issues related to the safety and security of a child, as well as to the child's functioning and stability in the program, are given the needed consideration when visits are arranged. We will, of course, give special consideration to family or medical emergencies. Family Therapeutic Interaction will normally be for a period of three or four days.

## SCHEDULING

You are encouraged to discuss on-grounds visits with your child's primary therapist at your convenience. Please remember that the primary therapist should be consulted before discussing a visit with your child, and we do ask for adequate notice prior to your intended visit. Family Therapeutic Interaction will be initiated by the therapist, and will usually be discussed with you at least one month in advance. This allows you adequate time to purchase airline tickets and make any other necessary arrangements. Transportation can be arranged between Provo Canyon School and the Salt Lake City airport, for which a nominal charge will appear on your monthly statement.

## **RUNAWAYS**

Prior to admission at Provo Canyon School, many boys and girls have had runaway experiences which have caused anxious moments for their parents.

We maintain a file for each patient in the event that he or she does run away. Included in this file is a form which is completed by you at the time of admission that provides us with information concerning your child's previous runaway experience, friends he or she may try to contact, etc. Along with photographs taken here, this information helps us locate the patient more rapidly, safely, and economically. Most patients are found within minutes or hours by experienced staff trained in effective search procedures.

Should your son or daughter leave the campus for any unauthorized reason, you will be notified and advised how to respond should he or she try to contact you. Parents will be responsible for one-half of the expenses incurred in the event that the patient runs away from the School or one of its supervised activities; however, parents will be responsible for the full amount of such expenses in those instances where the patient runs away while on any visit away from the School authorized by the parent (such as a home visit).

It should be noted that most runaway attempts are made by patients in an effort to manipulate their way out of the School, or by patients who are experiencing a fit of temper and spontaneously run at an opportune time.

## CONTRABAND LIST

Common sense is to be used in determining which items should not be in a patient's possession. Items which would be detrimental to the patient, to another patient, or to the School should be considered.

### UNAUTHORIZED ITEMS (CLASS II OR III)

- 1) Pornographic or suggestive materials (books, pictures, etc.)
- 2) Glass bottles or containers
- 3) Money
- 4) Valuable items that other patients may be tempted to steal (stamps, coins, baseball card collection, etc.)
- 5) Combs and brushes with pointed handles
- 6) Aerosol cans (deodorant, hairspray, etc.)
- 7) Tools (unless part of a class activity)
- 8) Gum
- 9) Nuts in shells
- 10) Rock and Roll magazines or other unauthorized magazines (see approved magazine list)
- 11) Cassette tapes, records, compact discs, or video tapes
- 12) Marking pens
- 13) Nail polish or nail polish remover
- 14) Film for cameras
- 15) Rubberbands, paperclips
- 16) Poor attitude clothing (slogans, pictures, defaced, etc.)
- 17) Q-tips
- 18) Mouthwash
- 19) Electrical appliances which are not UL approved
- 20) Shoes with any design/graffiti on them
- 21) Stickers
- 22) Picture frames w/glass
- 23) Camouflage or military clothing

### CONTRABAND ITEMS (CLASS III OR IV)

- 1) Tobacco
- 2) Alcohol (IV), rubbing alcohol
- 3) Drugs, all types, pipes, etc. (IV)
- 4) Medications (includes prescription, non-prescription, sleep aids, wart removal agents, etc.)
- 5) Knives, scissors, pins, tacks, nails, files, staples
- 6) Matches, lighters, lighter fluid
- 7) Glue (except white), correcting fluid, paints
- 8) Stolen items
- 9) Firearms and chemical weapons
- 10) Razors or razor blades (other than electrical)

## NEW PATIENT ORIENTATION

### WHAT HAPPENS NOW THAT YOU ARE ENROLLED AT PROVO CANYON SCHOOL?

It may not have been your idea to come here, but here you are. There are good reasons why you are here that you know about; take a few minutes and think about what's been happening in your life lately. When your parents enrolled you here, they had certain plans for your future. Your primary therapist will be talking to you about these plans very soon.

Provo Canyon School has a Status Program. That means that you move to higher levels of the school as you do well. As you move up in the program, you will have more freedom and things to do. The place you are in now is called "Orientation". There are certain goals to be accomplished before you can move to a higher level in the school. Let me explain:

### ORIENTATION PHASE HOW LONG WILL YOU BE HERE?

If you are doing well and accomplishing your assigned goals, you will begin functioning with the open unit after two weeks.

### ANYTHING FUN IN ORIENTATION?

- o Weekly allowance of \$2.00 you may spend in the store
- o Watch TV
- o Play quiet games
- o Go to the gym every day
- o Go to the pool 4 days a week
- o Read
- o Write letters

### GOALS TO BE ACCOMPLISHED IN THE NEXT THREE DAYS!

- o Complete classes on school rules.
- o Tour the facility and meet staff members.
- o Comply with dress, hair, and grooming standards.
- o Talk to your therapist about why you're here, and begin to make plans to move up in the program and return home.
- o Attend school successfully.
- o Complete testing.
- o Maintain good behavior.

## PRE-UNIT STATUS

IF YOU HAVE COMPLETED ALL THE GOALS FOR THE ORIENTATION STATUS, YOU ARE NOW READY FOR PRE- UNIT STATUS.

## HOW LONG WILL YOU BE HERE?

One week, if you do well and accomplish your assigned goals; longer if you don't.

## ANYTHING FUN ON PRE-UNIT STATUS?

You may do everything you were doing on Orientation PLUS the following:

- o Your allowance will vary from \$0 - \$5.00, depending on how well you are doing (when first level grades are available).
- o You may go outside and play games with the Outside Unit you will be moving to after you complete the goals of Advanced Orientation.
- o You may spend up to 2 hours per day functioning with the outside unit.

## GOALS TO BE ACCOMPLISHED IN THIS TIME PERIOD!

- o Work on security concerns.
- o Continue to work with your therapist about the reasons you are here, and what it's going to take to move up in the program and return home on time.
- o Start working on Treatment Goals.
- o Learn phone rules to call home.
- o Start planning where you're going in Academics.
- o Continue to attend classes in Academics successfully.
- o Have good classroom behavior.
- o Complete testing.
- o Work on visit goals with your therapist.

As you transition out of the Orientation area, each step is dependent upon your efforts to meet treatment goals and objectives. Once you have moved out of Orientation, you will work towards making Unit Status.

## UNIT STATUS

### THINGS YOU CAN DO ON UNIT STATUS!

You may do everything you were doing so far, PLUS the following:

- o Go off campus for school field trips and sports programs
- o Be involved in unit activities
- o Make and receive phone calls, as explained by your therapist
- o Visits with parents
- o Skateboarding
- o Attend dances

### GOALS TO BE ACCOMPLISHED WITHIN THE NEXT WEEK!

- o Work on visit goals with your therapist.
- o Work on school goals as explained by your therapist.
- o Avoid Infraction Reports.
- o Solve any problems you are having in academics.
- o Work on any problems you are having with manipulation.
- o Work on any problems you are having with avoidance.
- o Give staff your cooperation.
- o Continue to have good classroom behavior.
- o Earn 100 Positive Incentive Points.

NOW THAT YOU HAVE COMPLETED ALL THE GOALS FOR UNIT STATUS, YOU ARE NOW READY TO MOVE ON TO HIGHER LEVELS IN THE PROGRAM. LET ME TELL YOU ABOUT THE OPPORTUNITIES AWAITING FOR YOU.

## HIGHER LEVELS

### HOW LONG WILL YOU HAVE BEEN HERE SO FAR?

If everything has gone well, you have accomplished your goals on time, and your behavior has been good, you have been here about 4 weeks.

### WHAT WILL HAPPEN IN THE MONTHS AHEAD?

- o Off grounds visits in this area
- o Get more allowance money and snack money
- o Be on school athletic teams, play other teams
- o Water skiing
- o Snow skiing
- o Snowmobiling
- o Participate in off campus trips and outings
- o Movies in the community
- o Water sliding
- o Vocational training where you can work for pay

- o Camping
- o River rafting
- o Lake Powell waterski campout

GOALS TO BE ACCOMPLISHED BEFORE YOU LEAVE PROVO CANYON SCHOOL.

- o Learn to get along with your parents better.
- o Work toward graduating from high school.
- o Learn how to handle pressure, and not blow up when things don't go your way.
- o Learn how to help other patients improve their lives, and not just think about yourself and what you want to do, or not do.
- o Learn to be trusted because of your good behavior. It's a nice feeling to be trusted.
- o Work to make sure the unit is running well, and the patients in your unit are working toward their goals.
- o Learn how to develop self control, so you can stay out of trouble.
- o For some reason, many teenagers don't like themselves very much. One of the big goals we will be working on is to find out that each of us is a pretty good person, even though we make mistakes sometimes.

YOUR PRIMARY THERAPIST, AND OTHER STAFF MEMBERS, WILL BE TALKING TO YOU ABOUT YOUR PERSONAL GOALS TO BE ACCOMPLISHED BEFORE YOU RETURN HOME. WE'RE ALL GOING TO WORK VERY HARD TO HELP YOU ACCOMPLISH YOUR GOALS. WE HOPE YOU WILL BE TRYING HARD TOO.

## APPROVED MAGAZINE LIST

|                              |                            |
|------------------------------|----------------------------|
| American History Illustrated | Omni                       |
| Boy's Life                   | Outdoor Life               |
| Business Week                | Outside                    |
| Byte (Computer Magazine)     | People Magazine            |
| Car & Driver                 | Personal Computing         |
| Changing Times               | Reader's Digest            |
| Congressional Digest         | Road & Track               |
| Consumer Reports             | Runner's World             |
| Current Events               | Sassy                      |
| Current History              | Saturday Evening Post      |
| Darkroom Techniques          | Science 85                 |
| Discover                     | Science Digest             |
| Dog Fancy                    | Scientific American        |
| Entertainment                | Self                       |
| Essence                      | Seventeen                  |
| Freestyling                  | Skiing                     |
| Glamour                      | Skiing & Powder            |
| High Fidelity                | Smithsonian                |
| Horizon                      | Sports Illustrated         |
|                              | Teen                       |
| Insight                      | Time                       |
| Life                         | Nibble (Computer Magazine) |
| Motor Trend                  | US News and World Report   |
| National Geographic          | Newsweek                   |
| National History             | Woman's Day                |
|                              | New Republic               |

SPECIAL: Religious Magazines

## DRESS STANDARDS - PROHIBITED LIST

### BOYS DRESS STANDARDS

The following is a list of those items which are not allowed in our program. This list is intended to be as comprehensive as possible, but as styles change this list may also have to be adjusted to continue the basic premise of dressing so as not to draw attention to the individual. (See also Unauthorized and Contraband Item List)

Any article of clothing that expresses (in words or pictures) opinions that are considered poor attitude, that draw attention to the wearer in a negative or anti-productive way, or that separate or identify the patient as belonging to any unauthorized club, gang, or subculture. This specifically includes clothing or jewelry which depicts drugs, alcohol, tobacco, beer, motorcycles, rock singers or groups, satanic symbols, dragons, demons, skulls, etc.

- o Camouflage or army fatigue fabric
- o Tie-dye, extreme acid wash or bleach stained items
- o Bandannas
- o TASK
- o Bib overalls
- o Trench coats
- o Belts with studs, chains, hanging items, or large or sharp buckles (no chains or ropes)
- o Clothing with studs, chains, or hanging items.
- o Pants so long that they must be rolled up to fit.
- o Oversized clothing
- o Dickies brand clothing
- o Black leather jackets
- o Designs or decorations must be professionally done and tasteful (no writing on clothing or shoes).
- o Cut, torn, unhemmed, or frayed clothing; clothing with holes or any other disrepair.
- o Spandex pants or shorts
- o Shorts that fall below the knee
- o Bikini cut swim wear
- o Footwear - Holes, tears, loose soles Army boots/combat boots, and excessively pointed dress shoes.

## BOYS JEWELRY

- o Strings, ropes, dog tags, chains or cloth jewelry
- o Pins, broaches, or other sharp jewelry
- o Bracelets (except those earned on PCS task course)
- o String ties
- o Earrings
- o Makeup

## **DRESS STANDARDS - PROHIBITED LIST**

### GIRLS CLOTHING

The following is a list of those items which are not allowed in our program. This list is intended to be as comprehensive as possible, but as styles change this list may also have to be adjusted to continue the basic premise of dressing so as not to draw attention to the individual. (See also Unauthorized and Contraband Item List)

Any article of clothing that expresses (in words or pictures) opinions that are considered poor attitude, that draw attention to the wearer in a negative or anti-productive way, or that separate or identify the patient as belonging to any unauthorized club, gang, or subculture. This specifically includes clothing or jewelry which depicts drugs, alcohol, tobacco, beer, motorcycles, rock singers or groups, satanic symbols, dragons, demons, skulls, etc.

- o Camouflage or army fatigue fabric
- o Tie-dye, extreme acid wash or bleach stained items
- o Bandannas
- o Belts with studs, chains, hanging items, or large or sharp buckles
- o Clothing with studs, chains, or hanging items
- o Pants so long that they must be rolled up to fit
- o Black leather jackets
- o Oversized clothing
- o Shorts that fall below the knee
- o Trench coats
- o Designs or decorations must be professionally done and tasteful (no writing on clothing or shoes)
- o Cut, torn, unhemmed, or frayed clothing; clothing with holes or any other disrepair
- o Strapless or extreme french cut swim suits (one-piece suits are recommended)
- o Fishnet or mesh stockings
- o Strapless or spaghetti strap tops or sun dresses

- o Midriffs or extremely short tops
- o Hair crimpers
- o Footwear - Holes, tears, loose soles, extremely pointed toes, Army and combat boots are not appropriate

#### GIRLS JEWELRY

- o Strings, ropes, dog tags, chains or cloth jewelry
- o Pins, broaches, or other sharp jewelry
- o Bracelets (except those earned on PCS task course)
- o No oversized earrings (over 1 inch)

#### MAKEUP

- o White makeup; liquid eyeliner; dark, bright or deep red lipstick;
- o Dark, bright, or deep red nail polish (nail polish is only allowed for higher status girls)
- o False fingernails or nail sculpturing

## GLOSSARY

**ACADEMIC TESTING.** May include (but not limited to ) i.e. Kaufman Test of Educational Achievement, Woodcock Johnson.

**ACTIVITIES.** When several patients are involved in games, outings, reading, watching television, etc.

**AMENITIES.** Personal care items like toothbrush, comb, and shampoo.

**AVOIDANCE.** Patient's strategy against "change" using various techniques such as guilt loading the parents, doing nothing until parents or other authority figures get tired or forget, controlling others by threats of various kinds, and by acting out, running away, etc. The more successful the patient has been in the past at "avoiding" the longer this process will last, and the more extreme the acting out will be before "change" is considered.

**BED.** Counselors will show patients how to make beds. It must be made properly each morning.

**BEING PART OF THE PROBLEM.** When patients avoid responsibility and involvement in programs that have been created for their development; when they create problems for other patients and interfere with their efforts to progress.

**BEING PART OF THE SOLUTION.** When patients volunteer to contribute to their own progress, or the progress of others.

**CLEANING SUPPLIES.** Paper towels, rags, brushes, liquid cleaner, etc., that are used to keep the units and common areas clean.

**CONTRABAND.** Items in possession that are not permitted at Provo Canyon School. Examples: knives, drugs, cigarettes, pornography.

**CRISIS.** A serious health or behavior problem.

**DOCTOR RUN.** When a patient is escorted to the doctor, dentist, or hospital staff.

**DRESS CODE.** Apparel: Soft-soled shoes, socks or hosiery; no boots. All clothing must be conservative and without holes or frayed legs, no graffiti, few patches, good condition, and clean. Shirts must be buttoned and, if tailor cut, tucked in. Patients may wear shorts of a moderate length (no cutoffs); no swim trunks except in the pool. Patients may not sleep in or wear day clothing to bed.

Accessories: No hats or sunglasses in the building. Tasteful jewelry may be worn sparingly; boys may not wear earrings. Girls may wear cosmetics in moderation.

Grooming: Mustaches must be neatly trimmed and may not extend below the corners of the mouth; no beards. Boys must have a hair cut once a month by the cosmetologist; no unconventional or bizarre hairstyles; no dyeing, tinting or alteration of hair color.

**EXTENSION.** A decision made between parents and the school to keep a patient longer than the original contracted period. This usually occurs when the patient has not accomplished all of the treatment goals on schedule and/or needs additional time to completed high school requirements.

**FAMILY THERAPEUTIC INTERACTION.** A patient returns home for a brief visit with his family, which has been carefully planned between the patient, his or her therapist, and the parents. Each visit has an objective related to the patient's overall treatment plan, and specific goals to be worked on during the visit.

**GUILT LOADING.** Behavior that is calculated to cause others to feel guilty about a patient's situation. When successful, the individual who has been guilt loaded feels responsible for the patient's discontentment, and comes to the rescue. At Provo Canyon School, the common objective of the guilt loader is to get out of the school.

**HYGIENE.** Patients must shower every day and brush their teeth at least twice daily. Clean clothing must be worn every day.

**INFRACTION REPORT.** A "ticket" that is given to patients when they break the rules.

**INCITE.** To provoke or encourage other patients to become involved in a behavior episode.

**INVENTORY.** To examine your clothing and belongings to ensure that they are properly marked with your identification number. A complete inventory is done at admission and just before program completion. When patients go on visits, the items to be taken home will be inventoried before the patient leaves, and again after he or she returns.

**INVESTMENT.** A secure unit for patients who have major rule violations, or trends of minor rule violations. I.P.'s are worked off in this unit.

**I.P.'s Investment Periods.** Short intervals of quiet time during which patients may choose to work on therapy goals and/or complete therapy assignments, sit or do school work for credit. Each 25-minute Investment Period is followed by a 5-minute break, when the patients may relax and attend to their personal needs.

**LAUNDRY.** Each patient's clothing will be laundered daily in the school laundry, and returned to the patient neatly folded. Mending will also be done as needed.

**LONG TERM ACADEMIC GOALS.** Graduation, vocational training, college, career planning, etc.

**MAIL.** Patients can write to anyone they want, and they can write as many letters as they want. The School pays for postage for letters to family; the patient pays for any others. Patient letters are mailed on a daily basis "weekdays." Parents may provide the School with a list of people from whom the students may not receive mail; however, the patient may write to anyone he or she chooses.

**MANIPULATION.** Trying to get what you want by lying, threats, or telling partial truths. Making others feel guilty. Making promises you know you won't keep. Being told "no" by one person, and then going to another person with the same request. Doing something you know you are not supposed to do, and then saying someone told you to do it, or you didn't understand.

**MEDICATION.** The nurses and doctor control all medications. Patients may not have any medication in their possession. Most medication is prescribed by a doctor, but the nurse may dispense medications for minor problems such as headaches, minor colds, sunburn, etc., using a standard order protocol from the doctor.

**OUT OF CONTROL.** A patient who won't or can't control his or her behavior.

**PARTICIPATING.** When the patient volunteers to explore the benefits of working on the individual and family treatment goals. This does not mean a solution is at hand, or that all problems are solved. Participation is tentative until the benefits of participation are realized by the patient personally.

**PASSIVE AGGRESSIVE.** Indirect acts to avoid or hinder progress. Example: "I forgot" or "I didn't understand". Undermining the program by being involved in subculture.

**PATIENT FINE.** Patients in the transition unit may be subject to fines of \$10 rather than investment periods as part of a more natural consequence of behavior. This is determined by a review committee of staff and peers.

**PEER PRESSURE.** A patient threatens physical abuse or picks on other patients.

**POOR ATTITUDE.** When you are part of the problem instead of part of the solution.

**POSITIVE INCENTIVE POINTS.** Patients will receive Positive Incentive Points (P.I.'s) for specific responsibilities assigned or volunteered for. These points are required for advancements to certain statuses. They may be used by the patients to "buy" off their probation, and to move to the Transition Unit.

**PSYCHIATRIC EVALUATION.** Mental status examination, including psychological and/or biological disorders related to the patient's past history, conducted by our staff psychiatrist.

**PSYCHOSOCIAL HISTORY.** To help us determine a patient's emotional strengths and weaknesses: Sentence Completion Test; Childhood Behavior Patterns; Teenage Behavior Patterns; Substance Abuse Inventory; Family History; Interview; MMPI.

**REMOVAL.** When a patient is removed from a classroom or living unit because of a major rule violation, or a trend of minor violations.

**RIGHTS.** Patients are entitled to all basic rights. Patients should write a statement and sign it with his/her therapist when rights are reviewed.

**SECLUSION ROOM.** A room 10 x 10 feet in size, where patients are taken if they become a danger to themselves or others. Most lengths of stay are from 30 minutes to 4 hours, but may be as long as 24 hours.

**SELF CONCEPT.** How we feel about ourselves. Are we O.K. or not?

**SHORT-TERM ACADEMIC GOALS.** Skill building, special emphasis in weak areas, catching up to appropriate grade level, etc.

**SHUT DOWN.** Bedtime. When the counselor calls for lights out, all patients must be in their beds. If a patient makes a noise or breaks structure after shutdown, he or she will receive an Infraction Report.

**STORE LIMIT.** A limit is established for each patient in the store, based on their allowance.

**STORE TRIP.** Patients may buy things from the store Monday through Friday evening by charging on their allowance account.

**SUBCULTURE.** When two or more patients join forces in an attempt to avoid or undermine the programs the School has designed to help them develop their potential.

**TEMPER TANTRUM.** Acting out behavior to get your own way.

**TIME REDUCTION.** If a patient has major rule violations, or trends of minor rule violations, he or she will be taken to the Investment Unit.

**TREATMENT PLAN.** Goals to be accomplished at Provo Canyon School.

**TREATMENT TEAM.** A group of staff members assigned to plan your program and make sure you are making progress and accomplishing the goals assigned to you.

**VOCATIONAL TESTING.** Patients above 16 years of age may enroll in and take a vocational test.