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FAQ





Will my child feel abandoned if I enroll him or her at Diamond Ranch Academy?

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What is the best way to tell my child they are going to enroll at Diamond Ranch Academy?

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If I enroll my child at Diamond Ranch Academy are they going to hate me?

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How do I communicate with my child while they are enrolled at Diamond Ranch Academy?

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Do students get kicked out of Diamond Ranch Academy?

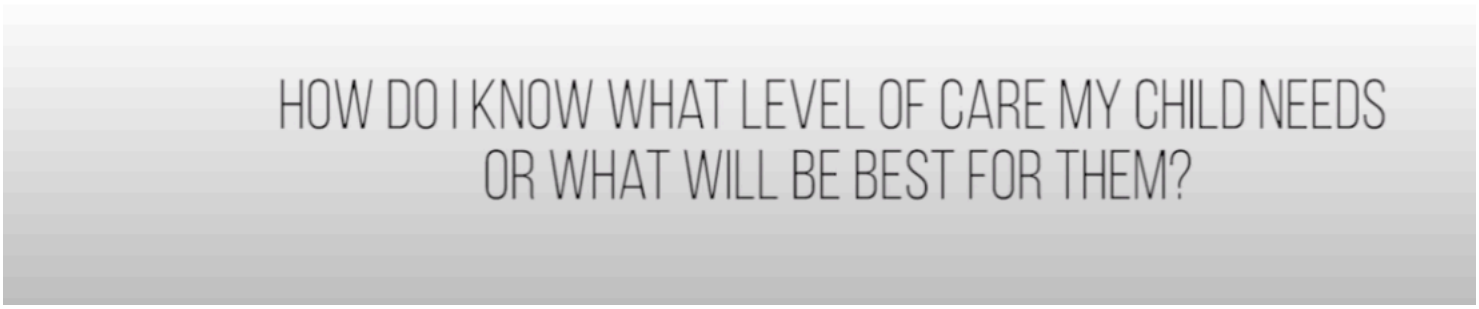
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How long will it take my child to get acclimated at Diamond Ranch Academy?
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Why are schools like Diamond Ranch Academy so costly?

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How does Diamond Ranch Academy decide what therapy track a student is on?

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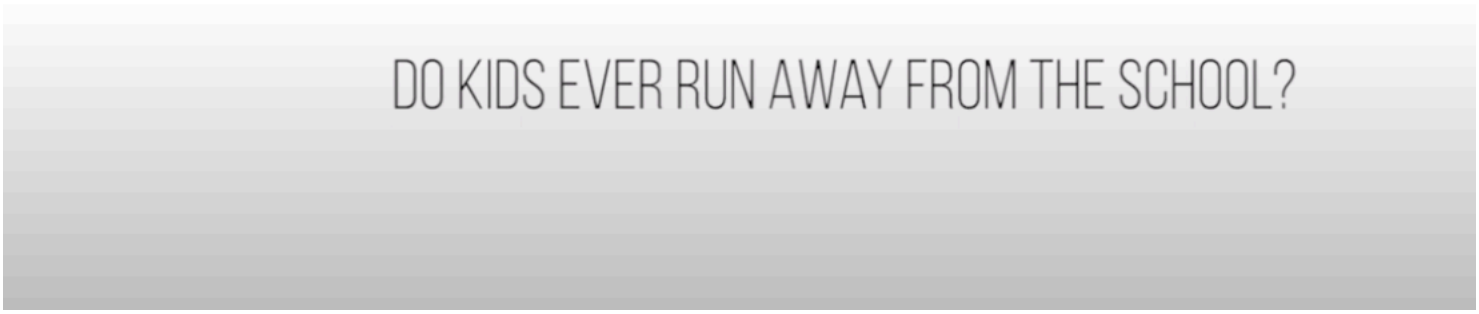
Why are some of the reviews about Diamond Ranch Academy negative?

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What support/training does Diamond Ranch Academy provide for parents?

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Can a student run away from Diamond Ranch Academy?

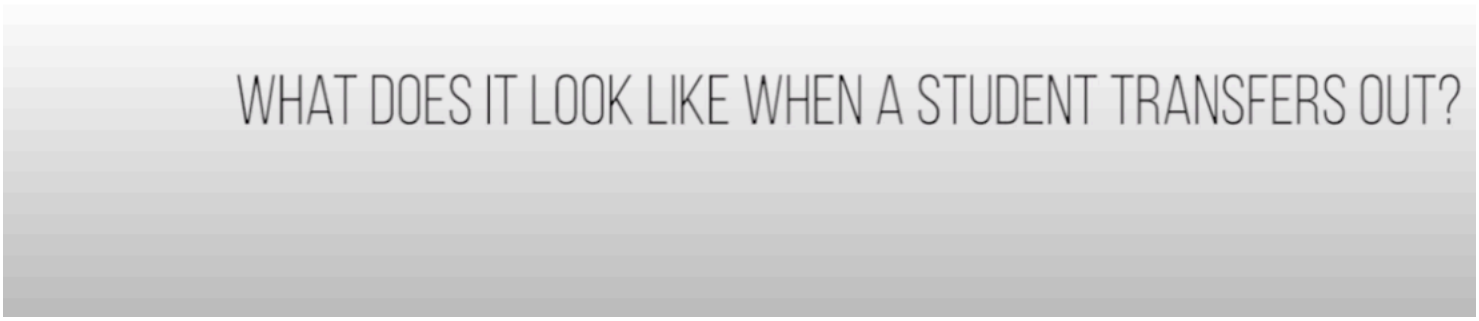
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Will student’s credits transfer from Diamond Ranch Academy?

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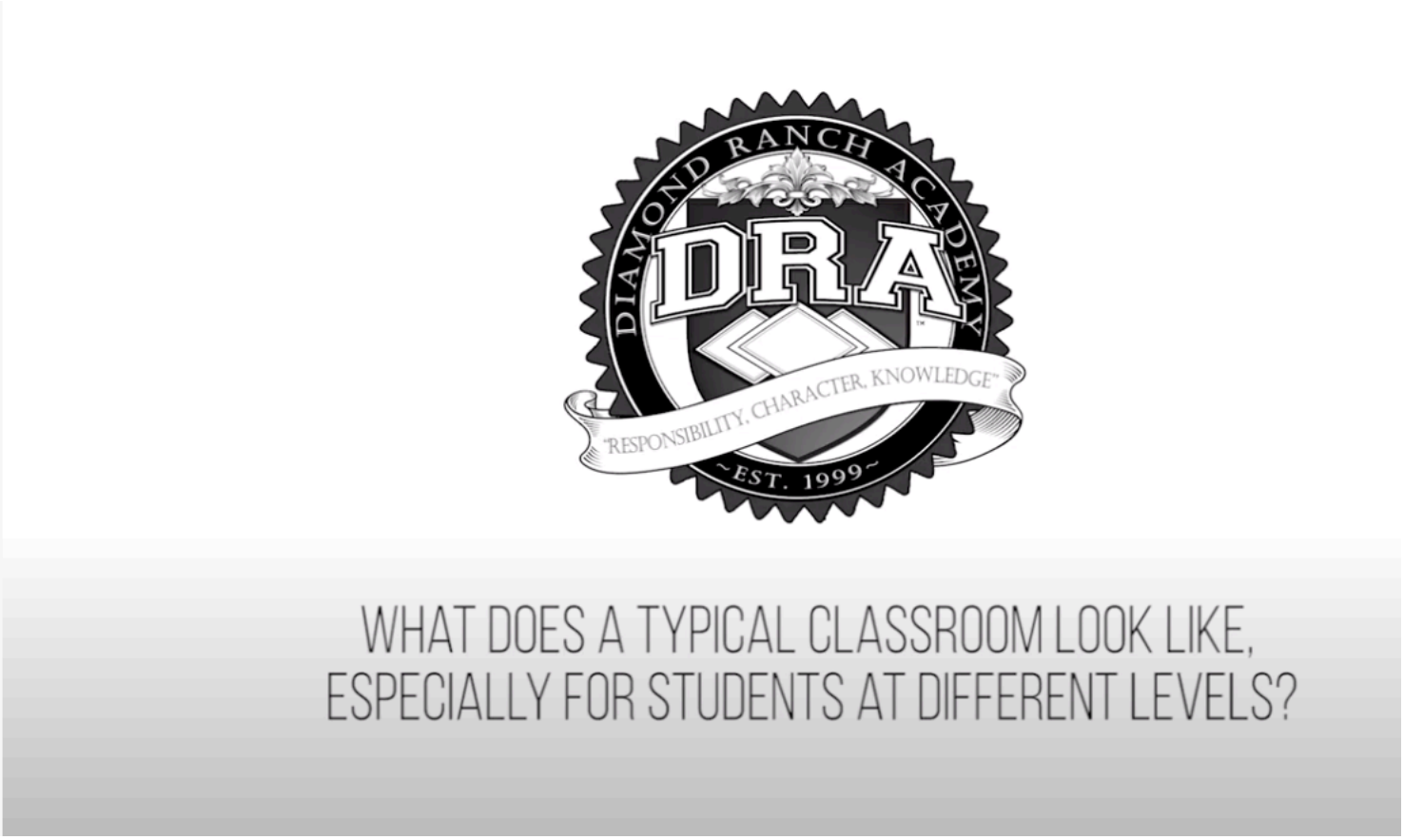
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Academics

- **Q - Can my child take the ACT / SAT while at DRA?**

  A - DRA is a certified ACT Testing Center. The September and April test dates are offered on campus, with additional test dates on campus added depending on student needs. We regularly work with students and parents to schedule testing according to ACT / SAT guidelines. DRA does not offer the SAT, though test registration and preparation assistance can be offered for this test by our academic team.

- **Q - Will credits from our home high school transfer to DRA?**

  A - Yes, all documented and accepted credits earned with a passing grade or higher from a previous high school will appear on the Diamond Ranch Academy official transcript. If there are incomplete credits or unfinished courses needed for graduation requirements, they may be completed through Diamond Ranch Academy and will appear on the transcript as “Transfer Credit.”

- **Q - Will DRA help students with the college application process?**

  A - Students may take advantage of our Academic Services Center that offers assistance with college and career readiness. We actively assist students that want to explore college options and begin the application process. We have assisted students with application and acceptance to many great colleges and universities across the country. We ensure students have available resources to explore, plan and create a successful academic transition from DRA.

- **Q - Are students less likely to be accepted to college if their diploma comes from DRA?**

  A - DRA is fully accredited, and student transcripts from DRA are viewed the same as if they came from any other public or private school. Our students are regularly accepted to prestigious colleges and universities throughout the United States and internationally. In fact, many college applicants from DRA decide to highlight their experiences and growth from their time at our facility, and admissions offices are often impressed by the improvement in both academics and character that come as a result of attending DRA.

- **Q - If my child comes to DRA with a bad grade, can they retake the class to improve their grade and GPA?**

  A - Any class a student retakes at DRA will not replace the original grade but will show on their transcript twice. For example, if they received a D in Algebra at home and then take Algebra again at DRA and receive an A, both grades will show on their transcript. This will improve their GPA and look better for college

applications.

- **Q - Does DRA accommodate IEPs?**

  A - DRA does accommodate students' IEPs. When received, our Support staff reviews the IEP and the accommodations therein, and notices the teachers of any accommodations that are to be given for the student.

- **Q - Does DRA accommodate students with learning disabilities?**

  A - Yes. DRA provides services to students with emotional challenges, behavioral difficulties, ADHD, and a variety of learning disabilities.

- **Q - How are Special Education services provided at DRA?**

  A - Diamond Ranch Academy has a team of special education teachers and paraprofessionals who coordinate services for each student on an individual basis with classroom teachers. Licensed clinicians and medical professionals also contribute to providing special education services. For more information, please visit our Support (Hyperlink here) page.

- **Q - What happens when my students transfers in or out of DRA in the middle of a school year?**

  A - DRA accepts students at any point in the school year. We are able to accept withdrawal grades and combine them with work from DRA to award "Transfer Credit." The same goes for when your student is transitioning. Regardless of when your student leaves, we will wrap up classes and credits the best way we can, and provide withdrawal grades for any courses that are in progress.

- **Q - What does DRA's academic schedule and grading system look like?**

  A - DRA is a year-round school that offers four main quarters and an additional summer term that can be used to either makeup work or gain additional elective credits that go towards graduation requirements. Students take 7 classes at a time, 4 core classes and 3 electives, and are graded on a standard 4-point grading scale (A-F). A grade of 80% or above is required to receive credit for a course to ensure mastery of content.

- **Q - Can my child make up credits at DRA if they are behind in school?**

  A - Yes. Many of our students struggle with academics prior to enrolling at DRA and are given the opportunity to make up the credits they are lacking. DRA offers "Credit Recovery" courses and other acceleration options for when your student needs to get caught up to where they should be in their school year without being held back.

Program

- **Q - What is a normal day like at Diamond Ranch Academy?**

  A - http://www.localhost:10028/about/our-philosophy/a-day-in-the-life/

- **Q - How do I get a copy of the program books my child is reading?**

  A - Please contact the student's Parent Communications Director to receive a copy of the reading list.

- **Q - When does my child receive their first visit?**

  A - All visits are coordinated through the student's Parent Communications Director and generally begin 6-8 weeks after enrollment.

- **Q - What items can my child bring to have in their dorm?**

  A - We encourage students to decorate their dorms. Below are several examples:
  -Posters
  -Pendant Flags
  -Bean Bag Chair
  -Wall Decal
  -Family Pictures
  -Etc.

- **Q - When do I get to talk to my child for the first time?**

  A - Communication between parents and students in treatment is very important and encouraged. The first call between a student in the program and parents happens after the first week orientation process. This call is usually facilitated by the student's Parent Communications Director. You may also start writing your child immediately. Please contact your Parent Communications Director (PCD) on how to send mail. Letters will be distributed Monday through Friday. Your child will be able to write home after their first day at DRA.

- **Q - What is RFI?**

  A - The purpose of Re-Focus Initiative (RFI) is to provide students with a constructive, quiet class/environment to refocus their energy in a positive direction. RFI may be utilized when certain disruptive behaviors are displayed. Assigned therapeutic and academic assignments as well as work projects are completed while participating in RFI. The RFI classroom consists of generally eight to ten students.

- **Q - Is my child allowed to receive extra food during meal times?**

  A - Students may receive extra food during breakfast and dinner.

Therapy

- **Q - When will my child start therapy?**

  A - Therapy begins the moment your child is enrolled. Milieu therapy at DRA is a carefully planned treatment environment in which everyday events and interactions are therapeutically designed for the purpose of enhancing social skills and building confidence. Students also receive group therapy during the first week. Individual and family therapy is introduced as soon as your child completes this first week.

- **Q - What type of therapy will my child receive at Diamond Ranch Academy?**

  A - Therapy at DRA is divided into three main types; individual, family and group therapy. We use research-based therapy models in working with the students. We continually research cutting-edge practices in therapy to provide our students with the best therapy available. Some of the models of therapy we use include:
  Cognitive Behavioral Therapy
  Dialectical Behavior Therapy
  Experiential
  Narrative
  Rational Emotive Behavior
  Motivational Interviewing
  Crisis Management
  Narcotics/Alcoholics Anonymous
  Smart Recovery Addiction/Substance Abuse Counseling
  Structural Family Therapy
  Solution Focused Therapy
  Psycho-Educational Therapy
  Trauma Based Approaches
  Art Therapy
  EAGALA Equine Assisted Psychotherapy

- **Q - How is my student assigned a therapist?**

  A - The Clinical Director assesses students entering Diamond Ranch Academy in the first week of their arrival. Students are then assigned a primary therapist for the duration of their program based on personality fit, therapist specialty and therapist availability.

- **Q - How often will my child receive therapy?**

  A - We have three therapy tracks for parents to choose from based upon their child's individual needs, Therapeutic, Clinical and Intensive. All students receive individual, group and family therapy. Family therapy is generally conducted over the phone via teleconference or videoconference. Intensive Group therapy is conducted twice a week with each group led by one of our primary therapists. All students are placed in topic specific groups based on their individual needs. Students may also attend Narcotics Anonymous group held off campus.

- **Q - What kind of therapeutic groups are offered?**

  A - Therapeutic groups are held twice a week and differ in topic depending on student need. These may include: addictions, grief and loss, social skills, anger management, adoption, relationships, etc. Narcotics Anonymous is also offered off campus. This group follows a 12-step model and is peer driven. Therapists may initiate other on-going groups as deemed necessary. Those students participating in Equine Therapy have additional groups available to them. We use research-based therapy models in working with the students. We continually research cutting-edge practices in therapy to provide our students with the best therapy available. Some of the models of therapy we use include:
  Cognitive Behavioral Therapy
  Dialectical Behavior Therapy
  Experiential
  Narrative
  Rational Emotive Behavior
  Motivational Interviewing
  Crisis Management
  Narcotics/Alcoholics Anonymous
  Smart Recovery Addiction/Substance Abuse Counseling
  Experiential Therapy
  Structural Family Therapy
  Solution Focused Therapy
  Life Skill Training
  Trauma Based Approaches
  Art Therapy

- **Q - Do you offer NA groups as part of treatment?**

  A - Off campus NA groups are offered to students on a regular basis.

- **Q - May I have access to my child's assignments?**

  A - Your child will complete many therapeutic assignments while at DRA. With their consent these may be made available to you.

- **Q - How does family therapy work?**

  A - Family therapy will begin when your child completes their orientation week. Your child's therapist will contact you to discuss format, people involved and content of calls as it varies with each family dynamic. Your child and therapist will call you to discuss progress and work through issues as needed. Family therapy may also happen in person as part of a visit when your child becomes eligible.

- **Q - What is the best way to get a hold of my child's therapist?**

  A - All therapists have a phone extension and access to email. Please connect with the assigned individual therapist to discuss ongoing communication about your child.

- **Q - When do I get to see my child?**

  A - All visits are coordinated through the student's Parent Communications Director and generally begin 6-8 weeks after enrollment.

- **Q - Is my child working through problems or just going through the motions?**

  A - It can be difficult to tell at first. Your child's therapist will cultivate a relationship making this process become easier to discern. As the length of time in their program increases it generally becomes easier to see where a student really is in terms of overall progress. As a general rule we want to be positive and encouraging of successes the student is achieving in their program. Please consult with your child's therapist if you have questions in this area.

- **Q - Do you conduct assessments of the youth?**

  A - Each youth completes an intake assessment with our Clinical Administrative Assistant during their first week. This assessment includes a bio-psycho-social history and various measurements including the Y-OQ-SR and Adolescent SASSI-A2. Additional psychological testing or assessments are optional and completed based on student needs. Psychological and medication evaluations are optional and provided at an additional cost.

- **Q - What is the credentialing and education of the therapists at the ranch?**

  A - All of our therapists are master's level or above and are licensed by the state of Utah as mental health professionals. Our therapists are hand selected based on their areas of specialty and their ability to connect with adolescents.

- **Q - Equine Therapy FAQ, What is EAP?**

  A - Equine Assisted Psychotherapy (EAP) incorporates horses experientially for emotional growth and learning. It is a collaborative effort between a licensed therapist and a horse professional working with clients and horses to address treatment goals. Because of its intensity and effectiveness, it is considered a short-term, or "brief" approach. EAP is experiential in nature. This means participants learn about themselves and others by participating in activities with horses and then processing (or discussing) feelings, behaviors and patterns. This approach has been compared to the ropes courses used by therapists, treatment facilities and human development courses around the world. But EAP has the added advantage of utilizing horses, dynamic and powerful living beings. Not all programs or individuals who use horses practice Equine Assisted Psychotherapy. For one, licensed clinical professionals need to be involved for it to be considered "psychotherapy". The focus of EAP is not riding or horsemanship. The focus of EAP involves setting up ground activities involving horses that will require the client or group to apply certain skills. Non-verbal communication, assertiveness, creative thinking, problem solving, leadership, work, taking responsibility, teamwork, relationships, confidence and attitude are several examples of tools utilized and developed by EAP. EAP is a powerful and effective therapeutic approach that has an incredible impact on individuals, youth, families and groups. EAP addresses a variety of mental health and human development needs including behavioral issues, attention deficit disorder, substance abuse, eating disorders, abuse issues, depression, anxiety, relationship problems and communication needs.

- **Q - Why Horses?**

  A - Those who are familiar with horses recognize and understand the power of horses to influence people in incredibly powerful ways. Developing relationships, training, horsemanship instruction and caring for horses naturally affects the people involved in a positive manner.The benefits of work ethic, responsibility, assertiveness, communication and healthy relationships have long been recognized. Horses naturally provide these benefits. The use of horses is growing and gaining popularity with the rise of new approaches in working with horses, including the field of Equine Assisted Psychotherapy.We are often asked, "Why horses? Why not other animals?"Horses are large and powerful which creates a natural opportunity for some to overcome fear and develop confidence. The size and power of the horse are naturally intimidating to many people. Accomplishing a task involving the horse, in spite of those fears, creates confidence and provides for wonderful metaphors when dealing with other intimidating and challenging situations in life.Horses are very much like humans in that they are social animals. They have defined roles within their herds. They would rather be with their peers. They have distinct personalities, attitudes and moods. An approach that seems to work with one horse does not necessarily work with another. At times they seem stubborn and defiant. They like to have fun. In other words, horses provide vast opportunities for metaphorical learning. Using metaphors, in discussion or activity, is an effective technique when working with even the most challenging individuals or groups.Horses require work whether in caring for them or working with them. In an era when immediate gratification and the "easy way" are the norm, horses require people to be engaged in physical and mental work to be successful, a valuable characteristic in all aspects of life.Most importantly, horses have the ability to mirror exactly what human body language is telling them. Many people will complain, "The horse is stubborn. The horse doesn't like me," etc. But the lesson to be learned is if they change themselves, the horses respond differently. Horses are honest, which makes them especially powerful messengers.

- **Q - What do students learn from EAP?**

  A - Long-term life skills
  Non-verbal communication
  Verbal communication skills
  Improving self-esteem
  Problem solving
  Assertiveness
  Creative thinking
  Leadership
  Joy of hard work
  Taking responsibility
  Confidence
  Impulse control
  Emotional regulation
  Anger management
  Teamwork
  Improving relationships
  Overcoming fears
  Overcoming obstacles

Medical

- **Q - Are medical staff available 24/7?**

  A - Medical staff are on campus 7 days a week between the hours of 6:00 AM and 9:00 PM. On the weekend, medical staff are on campus from 7 :00 AM and 9: 00 PM. Our night watch staff follow through with any instructions we leave regarding students who may need medical assistance or observation during the night. The

Medical Department always has Dr. Worwood, Brooks Wiley FMHNP-BC, and our Nursing Staff on call 24/7 for support.

- **Q - Can we send lotions, shampoos, and other personal care products from home?**

  A - These items are made available to all students in the student store. Parents may send additional personal care items; however, our medical team must first approve any additional items.

- **Q - Am I contacted if my child is sick?**

  A - If a student is admitted to our medical suite/medical observation room, parents will be notified as soon as the medical staff have evaluated the student and have enough information to provide an accurate report. If the medical provider recommends urgent care, then parents are notified in order to approve the plan of care. In the event of an emergency, DRA reserves the right to take the student to the Emergency Department.

- **Q - How do we fill our child's prescriptions?**

  A - Our practitioners (Medical Doctor, Family Nurse Practitioner, and Psychiatric Nurse Practitioner) continue the prescription regimens that come with the students and follow up on their physical and psychiatric needs in our on-campus clinics. We use a local pharmacy, called Hurricane Family Pharmacy, to fill prescriptions. Their number is (435) 635-8200. If you prefer a different route to refilling prescriptions, then we will accommodate your needs. Our policy prohibits the ordering of new medications without first obtaining parental consent.

- **Q - How do we take care of needed dental, orthodontic, ophthalmic, chiropractic or dermatological needs?**

  A - On a weekly basis, the medical department at DRA works with a network of licensed healthcare providers and specialist in the local community, which include providers in orthopedics, dentistry, orthodontics, psychiatric medicine, physical therapy, dermatology, and chiropractic. The Administrative Medical Assistant will schedule all medical appointments. He/she gathers the required paperwork from parents/guardian and coordinates a time with the provider's office and our transport team.

- **Q - How are my child's medical needs billed; what are we to expect when he/she first arrives at DRA?**

  A - Every new student will have an intake physical exam with our medical doctor or Family Nurse Practitioner within a week or two of arrival. This assessment will include routine labs, which include a complete blood count, basic metabolic panel, HIV, and syphilis. Other testing and screening can be performed upon parental/guardian request. In addition, all new students undergo a urine drug screen and pregnancy test. The cost of all additional visits that are performed at our on-campus clinics will be billed to you directly, and a super bill, with the necessary CPT and ICD-10 codes, will be posted within your parent portal on Bestnotes. You may submit this super bill to your insurance company for reimbursement.

- **Q - Is my child's dietary needs for this stage of development being met?**

  A - We understand nutrition and physical growth are integrally related, and that optimal nutrition is a requisite for achieving full growth potential. DRA's Medical Director and Assistant Medical Director frequently review the menu to ensure best practice dietary guidelines are followed for this age in development. DRA also contracts with an independent registered dietitian who reviews the diet for adequate calories, fiber, macronutrient distribution, fruits/vegetables, and sodium intake. In addition to DRA's licensed healthcare providers, this independent registered dietician provides her stamp of approval on the menu as a whole and reports that dietary consumption satisfies the needs of growing and developing teenage males and females.

- **Q - Is our child allowed to take the supplements he/she was taking at home?**

  A - Unless ordered by the provider, the student is allowed up to three supplements of the parents' choosing. These may be ordered from the local pharmacy. If a parent chooses to send a supplement, it must first be approved by our medical team and sealed upon arrival.

- **Q - What other medical services are provided on campus?**

  A - The medical services provided on campus can be compared to what is offered in your basic family medical practice. If your child becomes ill or injured, medical staff will attend to their needs, and licensed health care providers will perform examinations and provide recommendations when deemed necessary. In addition, our psychiatric nurse practitioner, Brooks Wiley, carries out weekly mental health clinics to help provide mental health care to those in need. We also have a licensed chiropractor that can perform weekly musculoskeletal care. Lastly, under the direction of a medical doctor, we have a licensed aesthetician that can perform acne treatments.

- **Q - My child is currently taking psychotropic medication, how will this be monitored?**

  A - Residential treatment provides an ideal platform for identifying accurate diagnoses and medication regimens. Our licensed psychiatric nurse practitioner works on campus amongst DRA students and staff on a daily basis. This interaction proves to be vital, as he is able to evaluate direct correlations/effects from interventions that are implemented within the students' treatment plan. From a medication standpoint, DRA is truly unique and stands alone in the industry when it comes to evaluating the efficacy of medication/treatment regimens. To accomplish this task, we are able to collect and analyze information from multiple sources that include DRA staff observations (i.e., teachers, programming staff, therapist, coaches), token economy data, pharmacokinetic testing, psychological assessment tools, and clinical interaction. Being able to work with the students for at least 10 months, control external distractions, ensure medications adherence, and draw observations is truly a great systematic approach, resulting in a more "clear" depiction of what "truly" is occurring within the developing adolescent, and ultimately aids DRA's prescribers to make more accurate diagnoses and treatment regimens. If a medication evaluation is deemed necessary, the therapist will first have the discussion with parents. Then once parents provide consent, the therapist will make the request to have the student's name added to the mental health clinic list for further evaluation.

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