

Frequently Asked Questions

Eau Claire Academy
550 N. Dewey St.
Eau Claire, WI 54702



What type of treatment does my child receive?

- Weekly individual therapy is provided. (Twice weekly, if intensified services)
- Group therapy occurs each weekday.
- Family therapy is provided two to four times monthly.
- Psychiatric diagnosis and monitoring are provided as needed, with medication management (if applicable).
- Daily schedules ensure a variety of recreational activities and treatment activities.

Will my child be attending school at the Academy, and will he/she receive credits?

- The Academy provides a full school year and a summer school session.
- The Academy is DPI-accredited. As long as your child is high-school aged, attends the required number of days and passes his/her classes, credits will be obtained.
- Fall and spring semesters are full days of school, from 9:00 a.m. to 3:00 p.m.
- Summer school is a morning session, with physical education activities throughout the afternoon.

How long will my child be at the Academy?

- Duration of treatment for each child is very individualized and is based on the child's treatment needs and their progress.
- Some clients are at the Academy for only about a month for evaluation. Others remain in treatment for a number of months, to provide more in-depth treatment.
- The final decision regarding discharge is generally made with the entire treatment team—you, your child, their social worker (if applicable), the funding insurance agency (if applicable), and the treatment team at the Academy.

What items can I send my child at the Academy?

- Mail is always welcome for clients at the Academy. It helps them to stay connected with home and family.
- There is not a need for you to send your child money. Their needs are provided for at the Academy. If you choose to send money, it will be put into an account for your child.
- Craft items (such as yarn, colored pencils, and beads) are often welcome items. If you have questions about which items will be approved, please contact the Case Manager or Therapist assigned to your child.
- Books are generally healthy items and teach a useful pastime. If sending books to your child, it is requested that they be age-appropriate. Horror-themed books, adult romance novels, and novels which contain violence are not recommended, as they tend to distract from treatment topics.
- Clothing will be provided to your child at the Academy, as needed. However, you may also certainly send clothing to your child. Dress code for clients at the Academy may be found in the Parent Handbook
- It is recommended that you avoid sending expensive items (including expensive clothing) to your child while he/she is in treatment, to ensure that such items are not lost or damaged.
- Your child will be provided with adequate food and snacks at the Academy. If you care to send food to your child, please send small amounts in single-serving packages. Due to limited storage space and health codes, large amounts of food often have to be disposed of before they can be eaten.

Frequently Asked Questions

Eau Claire Academy
550 N. Dewey St.
Eau Claire, WI 54702



Who do I call when I have questions or to get updates about how my child is doing?

- The best person to call is usually the **Case Manager** assigned to your child. The name and of the case manager assigned to your child is provided to you at the time of admission to the program. If you do not have that information, telephone the Academy's main number (715-834-6681) during business hours and ask the receptionist. In some cases, your child's therapist will also serve as their case manager.
- Please let the Case Manager or Therapist know of your preferences in receiving updates (frequency of contact, whether to call or email, whether you may be called at work).
- If you have concerns about the care your child is receiving, you can reach the **resident ombudsman** at 715-834-6681 ext 206.
- If you have concern about the therapy services or case management your child is receiving, you can reach the **Director of Clinical Services** at 715-834-6681 ext 204.
- If you are calling **after hours** and need immediate assistance, you can reach a supervisor at 715-559-8772.

What is the best time to call my child?

- Evening hours (after 3:00 p.m.) on school days, or anytime on weekends tend to be the best times to reach your child by telephone. You can reach your child by calling 715-834-6681 and then using the extension for your child's living unit. Telephone calls end promptly at 9:00 p.m.
- Unit 1=268, Unit 3 = 266, Unit 4 = 252, Unit 7 = 265, Unit 8 = 250, Unit 9 = 279, Unit 10 = 263, Unit 11 = 340, Unit 12 = 249, Unit 14 = 239, Unit 15 = 237, Unit 16 =325, St. Louis House = 339, St.. Louis House Annex = 323
- If that extension is in use, your call will loop back to the automated system. In this case, it is best to try to call again in 15 to 20 minutes.
- Calls are limited to about 10 minutes, to ensure that everyone gets to use the telephone.
- Your child will not be allowed to have a cell phone at the Academy. Calls from a land line will be provided.
- Calls occur in a public area of the living unit, so that your child will continue to be monitored by staff. Because of this, there will be times where you will hear other children and staff in the background. Don't be alarmed by raised voices—remember that the Academy works with children and teens with a great deal of energy!

Frequently Asked Questions

Eau Claire Academy
550 N. Dewey St.
Eau Claire, WI 54702



How will visits with my child occur?

- You may visit your child any day you wish at the Academy (unless there is external restriction preventing visitation).
- Please notify your child's Case Manager or Therapist at least one business day in advance of the visit.
- If you wish to take your child out for a day pass in the local area, please ensure that this is approved by the placing agency (if applicable). The Academy's treatment team will also notify you of whether your child's recent behavior has been safe and if a community visit is advisable. Passes are not generally recommended during about the first three weeks of placement. Day passes end at 9:00 p.m.
- Home visits may occur, if approved by the placing agency. Be aware that some placing agencies must pre-approve home visits, and that some funding insurance agencies will end placement if a child is taken on a home visit.
- The treatment team at the Academy will advise you as to the recommended safety of taking your child on a home visit. If a visit is agreed upon, the Academy may be able to help with transportation to your home area. You will be asked to meet the Academy van at a neutral spot close to your home area.
- You will be asked to fully supervise your child on any visits, including supervising administration of any medication.
- It is recommended that visits focus on family interactions, versus time with friends or being on the telephone with friends.
- The Academy recommends that medications (including those belonging to others in the household) be secured for safety during visits and that access to personal cell phones be restricted for safety as well.
- If you need to make a last minute change/cancellation to visit plans and you are calling after hours, please use the after-hours contact number (715-559-8772) to notify a supervisor directly.