

Eau Claire Academy

Clinicare Corporation



Parent Handbook

Eau Claire Academy
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Introduction

Eau Claire Academy is a residential treatment center located in Eau Claire, Wisconsin. The Academy is owned and operated by Clinicare Corporation of West Allis, Wisconsin and was established in 1967. It is licensed by the State of Wisconsin Department of Children and Families to provide treatment services for up to 135 residents between the ages of 10 to 18 years old. It is also accredited by the Council on Accreditation (COA).

Treatment areas for the residents at the Academy may include mental health difficulties, problems with emotional regulation, conduct problems, learning problems, chemical abuse problems, sexual or physical abuse issues, trauma issues, sexual acting out behaviors, and peer and family problems .

Mission Statement

*The mission of the **Eau Claire Academy** is to improve the well-being of the children in our care.*



Core Values

We Value...

- **RESPECT** – demonstrating an appreciation for the diverse backgrounds, lives and experiences of all people.
- **RESPONSIBILITY** – facing all challenges as a community with consistency and accountability.
- **COMPASSION** – offering genuine validation, empathy, and support while encouraging healthy choices.
- **INTEGRITY** – role-modeling honesty, dependability, and dignity even in times of difficulty



The Admissions Process

Whenever possible, it is encouraged that you, as the parent or guardian, visit the Academy for a **tour** prior to (or soon after) your child's admission to our program. This will allow you the opportunity to ask questions about our program, and to see the facility personally.

Date of Admission/Placement

Once your child has been accepted for treatment, a **placement date** will be determined and some preliminary goals for your child's treatment will be developed. You are encouraged to arrive with your child and the placing agency on the placement date. At that time, you and your child will be introduced to the Admissions/Transitions coordinator who will explain the program, provide a tour, and answer any questions you may have. You and your child will be introduced to your child's Therapist or Case Manager (if applicable). You will also meet our Nursing Staff, who will receive any medications that have been brought along for your child, along with the written prescriptions, which have been signed by a doctor. You will be asked to sign specific medication consent form(s). The pharmacy which provides medications for clients at the Academy requires a Social Security Number for billing purposes. You will be asked to provide the SSN of the client at the Academy for medication refills and for any new medications.

These items need to be provided to the Academy prior to, or on the day of admissions:

- **The completed admission packet**
- **Signed permission forms for admission**
- **Your child's clothing and personal possessions** (Please refer to clothing inventory in the admission packet and personal possession section later in this handbook)
- If your child is taking **prescribed psychotropic medications from a doctor**, the following must be provided:
 - **Supply of medication in original bottle**
 - **Doctor's orders (prescription with doctor's signature) for each medication**
 - **Signed, separate consent forms for each medication, on the form provided by Eau Claire Academy.**



Program Description

Treatment Program

An **Assessment Process** takes place during the first few weeks of your child's placement at the Academy. Assessments/evaluations may include: physical, psychiatric, nursing, neuropsychological, social and family, education, group living, alcohol and other drug abuse (AODA), and developmental.

An **Initial Staffing** is held within the first month of placement, to present and summarize the results of the evaluations. You, your child, and the placing agency are invited to attend this staffing. Your input into this process is very valuable. Three plans are developed at the Initial Staffing for residents who will be in treatment past the evaluation phase: the Individual Treatment Plan, the Permanency Plan, and the Visit Plan.

- The **Individual Treatment Plan** outlines the treatment goals and approaches designed for your child during their placement at the Academy. To help develop this plan, please share your goals for your child's treatment with their Therapist or Case Manager.
- The **Permanency Plan** projects the length of stay expected for your child to complete treatment and the discharge placement for your child. Factors that contribute to your child's length of stay at the Academy include: the placing agency's expectations, the seriousness of the referral problems, your child's attitude and cooperation toward placement, and your own support of your child's treatment. The intent is for your child to successfully complete their treatment program in the shortest amount of time possible.
- The **Visit Plan** is created to ensure that family contact is a part of your child's treatment plan. Visits include treatment work and are not merely vacations from treatment. You and the placing agency determine the visiting resources for your child, including visits at the Academy and at home. Visits are usually with the parent/guardian. However, this may not always be the case. If your child is on the **AODA** treatment unit, they will not have visits outside of the facility during the first **30 days** of placement.



Your child will work with a **Primary Therapist**, who provides weekly individual therapy to him/her. There is also a Therapist assigned to his/her living unit who provides group therapy. All therapies focus on areas of your child's treatment plan.

Your child may also have a **Case Manager** assigned to work with him/her. This person will assist in communication with you about your child's progress. If a Case Manager is not assigned, you can expect regular updates from the Therapist.

Family Therapy is strongly encouraged for you and your child. This may occur at the Academy or at another designated site, such as the placing agency offices or at Clinicare's Corporate office in West Allis. In the Twin Cities, family therapy services may be provided through a local clinic.

Precaution Status may be used to ensure the safety of your child and others around him/her. If your child has a history of running away, they may be placed on a Run Precaution, which provides heightened supervision. If your child has a history of or current self-harm or suicidal behavior, a Self-Harm Precaution will likely be used. Other possible precautions include Harm to Others Precaution and Boundaries Precaution.

Throughout your child's placement at the Academy, **Clinical Staffings** will be held every three months or more often. These staffings will provide a formal way of reviewing your child's progress toward their treatment goals, as well as updating the Permanency Plan and discharge resource. Staffings also provide a chance to revise or adapt the treatment plan and discuss what interventions your child needs. As always, your involvement in your child's staffings is very important.

As your child progresses in treatment, a **Discharge Date** will be developed with input from you, the placing agency, and the Academy's treatment team. Recommendations will be made about future treatment services that may be helpful for your child after they are discharged from the Academy. An **Aftercare Specialist** or **Reintegration Specialist** will be made available to assist with arranging aftercare services in the home community, for the time when your child will leave the Academy.



Psychiatry

During the evaluation process, your child will be seen for a psychiatric assessment which will cover emotional status, mental status, and history. Throughout their stay, your child will be seen by the psychiatrist on a regular basis. Different psychotherapeutic approaches will be encouraged to fit the personal needs of your child. The doctor might recommend medication therapy for your child.

Medication - If any psychiatric medication is recommended, an additional signature by your child and you (or guardian) will be obtained prior to the use of the medication. Your child's response to any medications will be monitored. There may be some medications which will not be utilized by the Academy due to the potential for them to be abused by clients.

Please note that the Eau Claire Academy administers medication ONLY in crushed or liquid form. This is to ensure that medications are safely taken and are not saved or misused. This is an important safety measure, and thus no exceptions are made to this practice. The crushed medication can be mixed with either applesauce or kool-aid to assist in taking it more easily.



If your child has home visits, the medications will be sent in whole form for you to administer. Please safeguard and administer the medications carefully.

It is also important to note that due to safety concerns and the potential for medication misuse, the Academy does not prescribe or administer PRN medications or certain abuseable medications, such as medications in the benzodiazepine class. If your child is currently prescribed one or more of these medications, the Academy psychiatrist will review his/her information to determine if another medication might be appropriate to replace it.

Medical/Nursing Services



If your child has not had a physical within the 6 months prior to admission, he/she will receive an initial **physical** at the Academy. After this, physicals are provided on a yearly basis. If there are special medical problems, the child will be treated for them by a doctor in the community.

Wisconsin regulations state that residents must have semi-annual **dental** examinations with treatment as necessary. The Academy's admission packet asks for information about past dental providers. Completing this information will assist in having any dental needs met.

The Academy has trained staff and/or lay people for First Aid services, available to provide **health care services** 24 hours a day. These services include: physical assessment for injuries/illnesses with follow-up as needed, updating immunizations, administering physician-prescribed medication, along with coordinating the use of community medical services and Academy psychiatric services. Providing a current record of your child's **immunizations** will prevent them from having to retake any shots.

The Academy strives to ensure that all residents are served **balanced meals**. The menu is developed with oversight by a dietician. When there is a need for any child to

be placed on a special diet, these diet plans are coordinated with the Nursing and Food Service Departments. You will not need to provide additional food items for your child.

Living Unit

There are about eight to ten residents of the same gender who have similar treatment needs on each **living unit**. Each group of residents is in the same general age range.

The units have skilled **residential treatment workers** who, under the supervision of the therapist, provide care, supervision, and guidance to your child. It is with these staff that your child will share in unit duties, go to meals, prepare for school, do recreational activities, learn to get along positively with others their own age, and learn to accept guidance and direction.



Education

While your child is a resident at the Academy, they will attend the **Eau Claire Academy School**. The school is certified by the Wisconsin Department of Public Instruction. It is on the same campus as the residential building and is connected to the main building.

Every child is assessed educationally upon admission and is then placed into a **classroom** according to their social, emotional, and educational needs. Classrooms range in size from eight to ten residents. Special intervention is also available to assist your child in developing behaviors necessary to be successful in school.

In addition to the 9-month school year, **summer school** is also provided. The school year is divided into 4 quarters, and the summer session is considered a quarter. The summer program combines half-days of school with half-days of structured recreational programming.

A quarterly/semester system is used for **grades**. However, the Academy does work with individual school districts, upon request, to determine credit hours and graduation requirements for individual residents. School **credits** can be earned, if your child attends the necessary number of school days and achieves passing grades.

Recreation

The Academy views **recreation activities** as a very important part of our residents' treatment. Recreation provides a means of reducing anxiety, anger, and depression. It can also improve self-esteem, confidence, and social skills. For residents

who are in recovery or who have had antisocial behaviors, recreation provides a more healthy use for their free time.

Leisure time activities and recreational programming are provided through the living unit staff and physical education staff. These **activities** include: use of the local swimming pools, intramural sports, movies, biking, dances, picnics, arts and crafts, use of the on-grounds gym and outdoor recreation area, as well as other seasonal recreation activities.

Staff

In accordance with State Licensing procedures, all Academy staff have criminal **background checks** completed prior to working with residents. Proof of **education and training** is obtained for all professional staff, to ensure that they are qualified to deliver the care and services required. To be an approved **driver**, a check is done on the employee's driver's license to ensure a safe driving record.

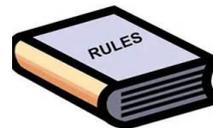
AODA (Alcohol/Other Drug Abuse) Treatment Program

AODA Unit: If your child is at the Academy for drug/alcohol treatment, please be aware of the following:

- 1. Your child will be searched upon entry and re-entry to the program, to ensure that they are not bringing harmful substances/contraband into the facility. This is for everyone's safety. The search will include your child changing clothing and demonstrating that they are not hiding anything in or under their clothing. Their dignity will be preserved throughout this process.**
- 2. Your child will not have any home passes or outside passes during your first 30 days in placement. This is to assist them in focusing on their program and moving past the initial urges and cravings they may have. AODA/CD**

Motivation and Discipline Procedures

Description



Levels System

The **BALANCE program** at the Academy is designed to help your child learn to monitor his or her own behavior. The **Standard** level of privileges is a basic level of activities and privileges. The **Earned 1** level is obtained when the child shows consistently safe and stable behavior and more self-awareness of his/her own behaviors. This level allows for more activities, including off-ground activities supervised by staff.

The **Earned 2** level is achieved when the child is consistently showing a high level of self-awareness and is applying what they are learning about how to control their own behaviors. This level provides for even more privileges and activities, such as co-ed activities supervised by staff.

Consequences are used in response to dangerous behavior or significant behavior problems. A **Trust Violation** is a temporary restriction of privileges which is used in response to problem behavior such as serious verbal abuse or destruction of property. A **Safety Violation** is a restriction of privileges in response to a more serious or dangerous behavior issue, such as aggression toward others. The duration of a Trust Violation or Safety Violation is based on each child's abilities and needs. They may last from several hours to a few days. In each case, the duration of the Trust Violation is always half as long as the duration of a Safety Violation. This is because the Safety Violation is used in response to more serious or dangerous behavior.

Progression of Interventions

All residents have the right to be treated with dignity and respect, and to be free from harassment. The Academy also takes seriously its responsibility to provide a **safe living environment** for all residents. As **interventions** with residents become necessary, the **least restrictive** and most appropriate to safely manage the resident's behavior is preferred. The following interventions are described in the order of least restrictive to most restrictive.

- **Verbal Intervention:** Good communication and listening can often be the only level of intervention which is necessary with a resident. Unless extreme danger is imminent, this intervention is always the first intervention used to resolve situations with residents.
- **Removal from the Group/Time-Out in the Area:** The next level of intervention that may be beneficial with a child is to remove them from their immediate peer group to decrease any over-stimulation, while still remaining in the treatment area (living unit, classroom). A short period of time wherein the child is able to reflect more individually upon the immediate behavior often provides them with an opportunity to regain control of their own behaviors, while also presenting them with the motivation of rejoining the group. This technique is generally very short in duration.
- **Safety Intervention:** Eau Claire Academy utilizes Safety Interventions to keep residents safe when needed. Precautions that may be used are: **Runaway Precaution, Boundary Precaution, Self-Harm Precaution, and Harm to Others Precaution.** Staff may enter any room and check on a resident to make sure a resident is safe if a resident does not respond to staff knocking on their door or calling out their name. When a child is on a Self-Harm Precaution, they may need to be monitored

directly by staff at all times. In these instances, the child may be asked to talk or otherwise assure staff of their safety, even during private times such as when showering.

- **Third-Party Intervention:** At times a resident may be more responsive to a third-party intervener than they are to the person with whom they have been working (i.e. the residential treatment worker or teacher). The Academy has Core Staff personnel and Crisis Intervention workers available at all times to assist your child in problem resolution with their treatment staff.
- **Multi-Sensory De-Escalation Room:** The MSDR may be used with residents who are responsive to sensory interventions. This intervention strives to help a child move safely from emotional arousal/upset to calming, by using large motor activities, fine motor activities, cognitive activities, and verbal processing. Smaller scale sensory interventions are used to help residents calm in their classroom and unit settings.
- **Supervised Time-Out/Life Space Resolution Center (LSRC)/Alternative Learning Center (ALC)/Cool Down Center (CDC):** When time-out in the treatment area or intervention with the third party intervener is unsuccessful, a child may be more responsive to a supervised time-out in an area away from the living unit or classroom. The Life Space Resolution Center (LSRC) provides an area in which a child may utilize a more extended time out with a crisis intervention worker to assist them in regaining control of their behaviors and processing their emotions. In school, the Alternative Learning Center (ALC) and Cool Down Center (CDC) provide the same level of intervention. These interventions are kept as brief as possible, so that the child returns to their class or treatment unit as soon as is safely possible.
- **Physical Intervention:** In the event of imminent danger, such as a child becoming assaultive to others or harmful to themselves, a **physical hold** may become necessary to protect them. Staff are trained in physical intervention techniques which are designed to provide safety for both the resident and the staff. Physical holds are used only as long as they are necessary to assist the child in maintaining safety. Physical holds are released as soon as the child is able to discontinue the dangerous behaviors to themselves or others. As the guardian/parent, you will be notified within one business day of the use of physical intervention with your child.
- **Seclusion Room:** Criteria for a seclusion room placement is limited to a resident who is currently an immediate danger to themselves or others. This intervention is highly monitored and lasts only until safe behavior resumes. The seclusion room is an empty room in which your child may

be locked. A viewing window allows communication, both verbal and visual, between the child and staff. This intervention is considered a last resort and is used only for immediate safety. As the guardian/parent, you will be notified within one business day of the use of the seclusion room with your child.

Trauma Informed Care is an important part of treatment at Eau Claire Academy. The Academy understands that while use of physical holds and seclusion may be necessary to maintain safety, residents must be carefully monitored regarding the effects of these interventions. The Academy continually strives to reduce the need for physical holds and use of seclusion, monitoring these interventions closely.

Resident Rights



Resident Rights/Grievance Procedure

Please review the following segment of the Handbook which describes the rights and responsibilities of the resident. The Academy has available to you, your child, or legal representative, a **grievance procedure** to formally complain about any aspect of your child's care during their stay at Eau Claire Academy.

Upon request to the **Resident Ombudsman**, a form will be provided on which to write the concern. You may also express the concern by talking with the Resident Ombudsman. The Resident Ombudsman will review the concern within 24 hours on business days. Within one week of receiving the grievance, written correspondence will be sent to the complainant, explaining what action was taken in response to the grievance. If a grievance is filed, the person(s) who reports the grievance will not be subject to any adverse action. Residents/families from the state of Minnesota may also contact the Mental Health Ombudsman for the State of **Minnesota** (telephone 1-800-657-3506) with any concerns (fax 651-296-1021).

Reports alleging **physical or sexual abuse** by staff or other residents will be routed to the Resident Ombudsman and handled confidentially by the Resident Ombudsman, the Human Resources Director, and the Executive Director of the Academy. The report will be filed by the resident (victim) or staff on a Resident Abuse report. Allegations of abuse are referred for outside investigation through the local Human Services or Police Departments.

Resident Rights, Responsibilities, and Expectations

Eau Claire Academy supports and protects the **fundamental human, civil, constitutional, and statutory rights** of each resident. Below are the rights and responsibilities for your child while they are in placement at the Academy.

All residents are entitled to equal treatment and the right to be free from bias and harassment regarding race, gender, age, disability, spirituality, and sexual orientation. Any resident who feels that they have been denied equal treatment should file a written grievance with the Resident Ombudsman using the Resident Grievance/Complaint form.

Some rights may be limited because of your treatment or security needs; this will be explained to you and specified in your treatment plan.

RESIDENT RIGHTS

Personal

- to participate in religious worship
- to choose and wear your own clothes and personal articles within the guidelines of our dress code
- to have reasonable private storage space and housing
- to have privacy in dressing, toileting and bathing
- to freely send and receive U.S. mail (You will be asked to open your mail in staff's presence)
- to use the telephone during reasonable times
- to see visitors in appropriate visiting places
- to be filmed or taped only with your permission
- to file a grievance without interference or retaliation
- to be free from bias or harassment regarding race, gender, age, disability, spirituality, and sexual orientation.

Treatment Rights

- to live in a clean, safe, and pleasant environment
- to be treated with consideration and respect
- to know by name the staff working with you
- to courteous and respectful treatment
- to be involved in developing your treatment plan
- to be involved in staffings regarding your progress
- to refuse involvement in any experimental treatment or research
- to be treated in the least restricted environment that can effectively carry out your treatment plan
- to have your information about treatment kept confidential within the treatment team
- to sign Informed Consent(s) forms for use of psychiatric medication
- to be free from seclusion or physical holding except in cases of danger to self and/or others
- to have a job as part of your Individual Treatment or Vocational Plan
- to review your treatment record with your therapist
- to have rules and expectations consistently enforced
- to request a review of your treatment and treatment plan
- to refuse treatment services and to be informed of the consequences of such refusal

Legal Rights

- to be informed of your rights in writing prior to placement and to have a copy of them
- to access protection and advocacy services (MN residents may contact the Mental Health Ombudsman for State of MN, telephone 1-800-657-3506 fax 651-296-1021)
- to bring an action for damages against persons violating your rights to confidentiality
- to petition a court for review of your placement
- to contact your attorney

RESIDENT RESPONSIBILITIES

You have rights, but you also have responsibilities. There are many adults you can talk to. Think before you act and you are likely to feel better about yourself and others. While you are a resident at the Academy, you will have many opportunities to learn about yourself. You can also learn much about life, as it is now and how it can be in the future.

It is your responsibility...

- to read the Resident Handbook and ask staff to explain anything you do not understand.
- to provide accurate and relevant information, so that you receive the appropriate services
- to stay in treatment at the Academy (do not leave without permission).
- to practice your treatment plan.
- to talk to your staff about your thoughts and feelings.
- to do your daily chores such as making your bed and keeping your room neat and clean.
- to treat your fellow residents respectfully.
- to attend school and to do your best.
- to take part in unit, group and special activities.
- to be honest with your family about how your treatment is going.
- to respect others and the environment.

You are expected to work towards becoming a 'safe' person if you are not one already. This means:

- You understand that you have problems with how you handle your thoughts, emotions, and behavior.
- You are responsible for your emotions and behavior.
- You will respect yourself, others, and the environment by:
 - not hurting yourself or others, or be violent in any way.

- not smoking or using drugs or alcohol.
- not engaging in any sexual activity.

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

EXPECTATIONS IN TREATMENT

Residents must remain under staff supervision when on activities, either on-grounds or off-grounds.

Residents are expected and encouraged to give input into their own treatment, assisting with setting healthy treatment goals, and reviewing their own progress through discussion with staff and use of self-awareness tools.

Residents who go on family visits or day passes are required to return on time to the Academy or to the designated area for transportation. Day visits must return by curfew (9:00 p.m.)

Residents are expected to maintain their own personal care and hygiene, and to ask for assistance with these processes when needed. Residents are issued hygiene supplies upon admission and thereafter when needed. Staff do not assist with client bathing processes.

Effective discipline is a crucial and necessary part of a therapeutic environment, needed to maintain safety and teach healthy and socially acceptable behaviors. Discipline is used only as a method to help residents evaluate their behavior, its effect on others and probable outcomes in such a way as to allow the individual to alter their behavior. Praise and reward for positive behavior is one of the most significant behavior management techniques. Use of consequences such as limitation of privileges or creative consequences that assist in learning healthier coping skills may be utilized. Fair and reasonable restitution may be expected of a resident who destroys or damages property. This is determined on a case by case basis.

Residents may **appeal** a consequence by contacting the resident ombudsman and asking to have the consequence reviewed. This may be done verbally or in writing. A **Resident Concern form** may be completed to request the review. The resident ombudsman will review the incident and the consequence assigned, to determine if it was fair, reasonable, and applicable. The resident ombudsman, the building supervisor, or the staff issuing the consequence may change or remove a consequence.

NOTICE OF PRIVACY PRACTICES



EAU CLAIRE ACADEMY
WYALUSING ACADEMY
MILWAUKEE ACADEMY
AURORA PLAINS
ACADEMY
AUBURN LAKE
ACADEMY

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Privacy Notice is Effective April 14, 2003; Revised: April 1, 2005; February 1, 2013
It is the philosophy of Clinicare and its Academies that all protected health information about you, the resident, whether verbal, written, or electronically managed, is considered private and confidential and is to be used for the purpose of your care and treatment. We are required by federal and state laws to maintain the privacy of protected health information, and to give you this notice which describes our legal duties and privacy practices concerning your protected health information.

When you obtain services at the Academy program, we can use your health information for the following purposes:

1. **Treatment** - We may use and disclose your health information to provide treatment and services to you. Examples: A therapist may use your protected health information to determine the best treatment for you to address your needs. The psychiatrist may review your health information to see whether or not medication would be appropriate for you. We will share information with your county social worker or probation officer to ensure you are receiving the services you need. We may disclose your health information to other health care providers involved in your treatment.
2. **Payment** - In order to receive payment, we submit to the paying source a bill that identifies you as receiving treatment through the Academy. We may include your diagnosis and the specific treatment you are receiving.
3. **Academy Operations** - We may use your diagnosis, treatment, and outcome information to improve the overall quality of care we provide to the residents at the Academy. When you are discharged, we will ask your placing agency to complete an evaluation about the treatment provided to you while you were here. We will also contact your placing agency for up to 12 months after you are discharged to see how you are doing.

We may send you and your parent/guardian surveys or questionnaires regarding your experience at the Academy to improve our care and services.

To carry out treatment, payment and health care operations, we may disclose your health information to another party known as a Business Associate to help us with (but not limited to) billing, medication, dental or medical services, or to assist us with such things as (but not limited to) legal, accounting, or consulting. We will have an agreement with each Business Associate in which they agree to use your health information only as permitted by the agreement or as permitted by law.

We are required to notify you of any breach of your unsecured protected health information as soon as possible, but in any event, no later than 60 days after we discover the breach.

Without your written authorization, as required or permitted by federal and state laws, we can use or disclose your personal health information to the following:

1. To law enforcement officers, departments of correction, court officials, state licensing agents, or government agencies as required to ensure the health, safety and security of you and others. By law, we are required to report actual or suspected child abuse or neglect.
2. For public health activities to help control disease, injury or disability; or to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or conditions.
3. To those involved with your care such as family members, agency or tribal social worker, probation officer, or school officials to ensure we are providing you the services they requested, and for them to know how you are doing at the Academy.
4. We may use and disclose your health information when required to do so by court order or by any other law not already referred to in this section. We must follow either federal or state law, whichever is more protective of your privacy rights. For example, if federal law allows certain disclosures of your health information without your written authorization, but state law does require your written authorization for such disclosure, we must follow state law.
5. We may also contact you for the purpose of providing appointment reminders or information about the alternatives or other health related benefits and services that may be of interest to you.

Other uses or disclosures of your protected health information require you to provide us with a written consent to release information, signed by you if you meet the age requirements, by your parent/guardian, or by your legal custodian. Only information necessary to fulfill the purpose as stated in the consent will be released to the person identified in your authorization. You may withdraw your authorization at any time, as long as your request is in writing.

You have several rights regarding your health information.

1. You have the right to review your treatment record with your therapist. Following discharge, if you meet the age requirements, you may submit a request in writing for a copy of your treatment record. This right does not apply to psychotherapy notes or information gathered for judicial proceedings. Other restrictions may also apply. We may charge you a reasonable fee for copying of your information.
2. You have the right to request that an electronic copy of your record be given to you or transmitted to another individual or entity, if your health information is maintained in an electronic format. We may charge you a reasonable, cost-based fee for the labor associated with transmitting the electronic medical record.
3. You have the right to request restrictions on certain uses and disclosures of your protected health information, such as limiting the amount of information provided to your family. Your request must be in writing. We are not required to agree to your request.
4. If you paid out-of-pocket in full for a specific service, you have the right to ask that your protected health information, with respect to that service, not be disclosed to a health plan for purposes of payment or health care operations.
5. You have the right to request a correction to your protected health information if you believe something is incorrect. We will ask you to put your request in writing as it will be included in your treatment record, and to tell us why you believe the information should be changed. However, if we didn't generate the information that you believe is incorrect, or if we disagree with you and believe your health information is correct, we may deny your request.
6. You have the right to request a record of disclosures of your health information which we have made on or after April 14, 2003. Information on this list would include: the date of each disclosure, who received the health information, what information was disclosed, and the reason for the disclosure. Not included on this list would be disclosures made to you, or for purposes of treatment, payment, health care operations, national security, law enforcement/corrections, and certain health oversight activities.
7. You have the right to request, at any time, a paper copy of this notice, even if you earlier agreed to receive this notice electronically.
8. You have the right to receive confidential communications of your health information in different ways or places, such as wanting to discuss a subject in the

privacy of your therapist's office instead of on your living unit. We may ask you to put your request in writing, and will accommodate any reasonable request.

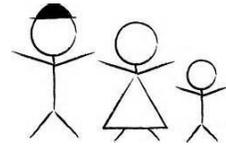
9. If you feel your privacy rights have been violated, you have the right to file a complaint with us and with the Secretary of the Department of Health and Human Services. You will not be retaliated against for filing a complaint. Your complaint must be in writing.

Send to: Clinicare, Privacy Officer, 10201 W Lincoln Ave, Suite 306, West Allis, WI 53227. Telephone: 414-545-9590

In accordance with the law, the Academy is required to abide by the terms of this privacy notice currently in effect. We reserve the right to change the privacy practices described in this notice. Any changes to our privacy practices would apply to all health information maintained within our facility. If changes occur, a revised copy of the privacy notice will be posted on the Clinicare website at www.clinicarecorp.com and in resident areas throughout the buildings.

For further information on privacy rights or the information in this notice, contact the Clinicare Privacy Officer.

Child / Parent Contact



The Academy encourages you and your child to maintain **regular and consistent contact** throughout your child's placement at the Academy. While we recognize that separation from your child at this time may be difficult, the contact is also encouraged to be **in moderation**, so as to provide ample opportunities for your child to fully engage in the treatment process.



Letters / Phone Calls

The most economical form of maintaining contact may be **letter writing**. The Academy provides your child with paper, envelopes, and stamps for writing to immediate family members, their attorney, and social worker. Children corresponding with friends can purchase stamps with their allowance. Your child is allowed to receive mail freely while in placement at the Academy. Per Wisconsin client rights, a **court order** is required to restrict in-coming or out-going mail. You can request that your child's mail be read to him/her by their therapist or case manager.

Your child will be allowed to **call** you, with your permission. Individual plans for your calls to your child can be set up with your child's therapist or case manager. **Evenings (between 3:15 p.m. and 9:00 p.m.) and weekends** are the times when your child will be most available to receive telephone calls. **Calls end at 9:00 p.m.** Please be aware that your child will be calling from a telephone that is shared with peers and staff. For this reason, the length of call is limited to about **10 minutes**.

Repeated calls during the same day are discouraged, so that all residents have an opportunity to use the telephone, and so that your child can focus on his/her treatment. Calling your child **once to twice per week** is an encouraged frequency, so that you maintain contact and so that your child is also able to engage and remain focused in treatment.

A **calling list** will be created for your child with your input and the input of your child's social worker or probation officer (if applicable). The calling list may consist of family members and appropriate role models. Those on the calling list are to be **adults**.

When you are calling the Academy to reach your child, please use the main telephone number **(715)834-6681**. If your call is answered by the automated system, enter the **3-digit extension** for your child's unit. Be prepared that calls may be pre-screened to enforce the approved calling list. This is to protect your child's safety and privacy. If you are unable to reach your child using the number above and/or you need

to reach a staff person immediately, please use the supervisor cell phone number. That is **(715)559-8772**.

Visitation to Eau Claire Academy

You are always welcome to **visit your child at the Academy**. Some moderation in the frequency of your visits will assist your child in fully involving themselves in the treatment process. You may always visit with your child in the Academy building. Upon occasion, if your child demonstrates adequate safety and stability, you may take them out of the building for **day passes**. This is not encouraged during the first 30 days, though you certainly may visit your child at the Academy during the first 30 days.

If your child is in the **AODA/Dual Diagnosis** treatment, he/she will NOT be allowed outside passes during their first 30 days. This is to ensure their safety and assist them in avoiding triggers to possible usage. For the same reason, you will be asked to please leave your personal belongings (purse/bag) in your car, so that your child does not have access to any medications or monies that might pose a temptation to them.

Any visitation at the Academy, whether in the building or for a day pass, must be **planned in advance** with your child's therapist or case manager. A phone call to the therapist/case manager during business hours or at least one business day prior to your expected visit will allow the therapist/case manager to inform the necessary supervisory personnel of your arrival time, as well as provide the Authorization for Supervision form for your signature upon your arrival.

The Academy is a **smoke-free environment**, so smoking is not allowed on the grounds or in the building. Neither are alcohol nor chemical substances permitted on the premises.

A **visiting area** will be designated to you. Bathrooms are available in the near vicinity. We ask that you not leave the designated area without escort by Academy staff.

Be sure to bring a **picture i.d.** with you when you arrive for a visit, to verify your identity.

A **tour** of your child's living unit and bedroom may occur, when accompanied by staff and when other residents are not in the area. (This means that tours are facilitated during times when other residents are in school or at meals.) This adheres to confidentiality standards, which the Academy upholds.

Following is a **map** with **directions** to assist in your travel to the Academy:



Heading East on I-94 from Minneapolis:

Take Exit 59: US-12/WIS 312 and follow WIS 312/North Crossing east to Business US-53/Hastings Way. Follow Hastings Way south to Birch St, exit and turn right onto Birch. At the sharp curve, veer to the right on Birch St. (The road continues to left, turning into Germania St.) The next stop sign is N. Dewey St., directly in front of the Eau Claire Academy.

Heading West on I-94 from Madison/Milwaukee/Chicago:

Take Exit 70: US-53 NORTH toward Eau Claire. Follow the US-53 freeway north to Exit 89: River Prairie Dr. Turn left onto River Prairie Dr. toward Eau Claire, which turns into Birch St. Continue on Birch past Hastings Way. At the sharp curve, veer to the right on Birch St. (The road continues to left, turning into Germania St.) The next stop sign is N. Dewey St., directly in front of the Eau Claire Academy.

Heading North on Business US-53/Hastings Way from Eau Claire:

Take Birch St. exit off Business US-53 and turn left at the stop lights onto Birch St. At the sharp curve, veer to the right on Birch St. (The road continues to left, turning into Germania St.) The next stop sign is N. Dewey St., directly in front of the Eau Claire Academy.

Heading South on US-53 from Chippewa Falls:

Follow the US-53 freeway south to Exit 89: River Prairie Dr. Turn right onto River Prairie Dr. toward Eau Claire, which turns into Birch St. Continue on Birch past Hastings Way. At the sharp curve, veer to the right on Birch St. (The road continues to left, turning into Germania St.) The next stop sign is N. Dewey St., directly in front of the Eau Claire Academy.



Home Passes

A **home pass plan** is identified at your child's Initial Staffing. All home pass decisions are made in conjunction with you, the placing agency, and Academy personnel.

Home passes are considered an **extension of treatment** or an opportunity to demonstrate the gains made in treatment. A home pass is not considered to be a break or vacation from treatment.

Emotional and behavioral **stability and safety** are necessary components in order to safely transport a resident for a home pass.

Early planning of home passes helps ensure that all components run smoothly, such as having items and/or medications packed and ready for the time of the visit. Contact your child's therapist or case manager in advance to plan each home pass.

Parent Contact with Treatment Providers

As a parent or guardian, **your input** in your child's treatment is very important and valuable. The therapist or case manager for your child will be in contact with you **at least weekly**, with updates on your child's progress and behaviors.

If you are calling for information about your child, contact your child's therapist or case manager, using the main Academy telephone number **(715)834-6681** and asking the receptionist to be transferred to that therapist/case manager. Therapists/case managers can generally be reached during business hours.

If you have **urgent questions** about your child at a time when the therapist/case manager is not available, you are encouraged to be in contact with a supervisor at the Academy. In the case of an **emergency during non-business hours**, you can contact a supervisor at **(715)559-8772**.

Personal Possessions

Money

Your child's **money** is maintained for them in the staff office on the living unit. Amounts greater than \$10 are kept safe for your child in the Finance Office of the Academy. This money can be accessed by your child with staff during business hours. While it is permissible for you to provide money for your child while they are at the Academy, it is not necessary.



Your child earns an **allowance** weekly, as well as being provided with the opportunity to earn incentive pay through school and living unit behavior.

The activities that are provided for your child are paid for by the Academy with **activities funds**. Other than using the vending machines, your child has little need or opportunity to spend any other money.

If your child has incurred court-ordered **restitution** or other restitution at the Academy because of property destruction or theft, their allowance and earned incentive money will be deducted up to 50%. A restitution plan will be put into place for them.



Clothing

You are encouraged to provide your child with enough changes of **seasonally appropriate clothing** to last through **one week**. If you are unable to provide needed items, the Academy will select and provide these items for your child.

Because the Academy is a treatment center, some items of clothing are **not allowed** or are discouraged.

- Expensive clothing is strongly discouraged as it may become lost, stolen, or damaged.
- Seductive clothing, or ill-fitting clothing is not allowed.
- Gang-related clothing, or otherwise negative subgroup connotations upon or within clothing are also disallowed.
- Shirts that show the stomach/midriff and tanktops are not allowed.
- Pants that hang below the waistline are disallowed.
- Thong underwear is not allowed.
- Shorts with less than a 4-inch inseam are not allowed.
- Skirts/dresses are discouraged.
- Bikini swimwear is not allowed.

It is important for your child to have approximately **seven (7)** changes of clothing that are appropriate to the season, if possible.

The following is a list of **suggested clothing** to provide for your child while they are at the Academy:

- 7 pairs of pants/shorts, appropriate to the season
- 7 shirts/sweaters/sweatshirts, appropriate to the seasons
- 7 sets of undergarments (no thong underwear)
- 7 pairs of socks
- Shoes that are appropriate to the season (no flipflops)
- At least one pair of tennis shoes
- A jacket (if needed for the season)
- Gloves/hat/boots (if needed for the season)
- Swimsuit, for summer season (female swimsuit MUST be a one-piece)

Please note that **storage space is limited** for each child. Please do NOT provide more than the **7** changes of clothing needed for the season.

Other Possessions

Your child is encouraged to bring some of their **personal possessions** in order to feel comfortable in their new living environment, as well as to provide them with things to do during their free time.

Again, because this is a residential treatment center, some **cautions** are enforced in order to reduce the likelihood of your child being distracted by their possessions from treatment and to prevent dangerousness.

You are also **discouraged from sending food** with your child to the Academy. Children at the Academy are provided with well-balanced meals, as well as snacks, and also have the opportunity to buy more snacks with their allowance. Due to health concerns, we do not allow perishable items nor do we have facilities available to heat items such as soup or tea.

The Academy is not responsible for lost or damaged items. Therefore, it is requested that you do NOT send expensive items with your child.

Following are lists of examples of things that your child may and may not bring to the Academy. These lists do not include every possible item, but are examples of items commonly asked about.

Allowed Items

- Radios/CD players
- I-pod/MP3 player without Internet access

- Books
- Art supplies
- Diaries/Journals
- Stuffed animals
- Games, puzzles
- Models with non-toxic glue
- Crafts
- Cards
- Educational material
- Electric razors (without beard trimmer)
- Handheld video games that do NOT have Internet access or inter-communication capability
- Alarm clocks
- Curlers/hair straightening irons
- Crochet hook/crochet supplies
- A pillow (must be able to be washed at the Academy)

Disallowed Items

- Glass items
- CD's with explicit lyrics or parental advisory warnings
- Expensive music players
- Hygiene supplies containing alcohol as the first ingredient
- Expensive jewelry
- High-heeled shoes
- Televisions/DVD players
- Products with harsh chemicals (e.g. Nair)
- Large video game systems (e.g. those that require a separate monitor)
- Straight razors/razor blades/disposable razors
- Computers
- Cameras/video recording equipment
- Ipods/MP3 Players which have Internet access, camera, or recording ability
- Cell phones
- Knitting needles
- Personal bedding
- Any technology with Internet capability, picture taking ability, or voice recording capability



Eau Claire Academy

Disaster Plan

Per state licensing regulations, the Academy must provide you with an outline of our **plan of response in the case of any type of natural or other disaster**. That information follows.

In the event of a natural disaster, railroad disaster, fire, or other disaster, evacuation from Eau Claire Academy could become necessary for an extended period of time. The Executive Director, or in their absence the Core Staff Supervisor, will make the determination of the need for implementation of the Disaster Plan and the need for extended evacuation. The Director will direct all staff and residents to evacuate to the Eau Claire Memorial High School gymnasium (2225 Keith Street). If the Memorial High gymnasium cannot be utilized (e.g. if it is damaged or is an unsafe area at the time), the Director will determine a central evacuation location, to which all staff and residents will proceed.

Assessment will occur to determine if use of Academy vehicles would be dangerous, either due to damage to the vehicles or if starting the vehicles would be dangerous (e.g. if there were a chemical spill in the nearby railroad.) In the event that Academy vehicles cannot be used or moved to transport residents, the Eau Claire Area Student Transit Company will be contacted to provide transportation. Calls will be made to the Eau Claire Emergency Center to keep them updated on resident and staff location.

The public high school gymnasium will be used only as a short-term evacuation location. The Executive Director or Core Staff will assign staff to contact additional staff coverage and make arrangements to transport residents and staff from the school gymnasium to alternate pre-approved sites, including: Mayo Health System (Eau Claire Campus) , Northern Center , Quality Inn , Red Cedar Medical Center and St. Joseph's Hospital . Every attempt will be made to keep the number of locations to a minimum.

Once residents are moved to secondary locations an attempt will be made to retrieve charts, files, clothing, and resident personal items. Staff will be assigned to each unit by coverage and/or discipline. If the evacuation is longer than 12 hours, or anticipated to be longer than 12 hours, therapists and administration staff will be responsible to contact each resident's parent(s), legal guardian and referring agency, as soon as residents are in safe locations and it is feasible to facilitate this contact. They will provide, as possible, locations and contact numbers so that parent/guardian/placing agency may reach residents. In the case of any evacuation of the entire premises (even for a more brief period), parents/guardians/placing agencies will be notified after the fact.

Regular staffing, activities, and school will continue to the extent that it is possible.

The Eau Claire County Emergency Management Government or non-emergency Eau Claire Communications Center will make arrangements to provide blankets, bottled water, first aid, and communications in the event of power loss.

The nurse will notify the pharmacy with a list of where residents are located so that medications can be delivered to them in unit dosage.

Twice each year the Academy will hold walk-through evacuation drills. The disaster plan will be implemented during these drills, with the exception of locating the residents off the property. The plan is reviewed four times yearly.