

Parent and Resident Handbook

Paradise Oaks Youth Services, Inc.

A Non-Profit Corporation in Sacramento County

Established 1989



Business Offices:

Residential Program

7806 Uplands Way, Suite A
Citrus Heights, CA 95610
(916) 967-6253
(916) 967-9413 Fax

Foster Family Agency

7806 Uplands Way, Suite B
Citrus Heights, CA 95610
(916) 863-7048
(916) 967-9413 Fax

Paradise Oaks Youth Services

Dear Parent and/or New Resident,

Welcome to Paradise Oaks Youth Services, Inc. For parents, the decision to bring your child here may have been difficult. For the child, we hope that Paradise Oaks Youth Services helps you for a short period in your life and enables you to function outside the foster care system. Feelings of fear, guilt, or relief are normal. We hope that this Parent and Resident Handbook can answer some of the questions that may arise. Please feel free to contact your child's Social Worker should you have any questions.

The Treatment Team is dedicated to providing a therapeutic and healing environment for the children and families we serve. Our program provides 24-hour supervision in a highly structured and safe environment. It is our goal to work with your child, family, county placement workers and any other individuals that have a significant role in your child's life. We hope that by working together, your child can complete our program, progressing to a less restrictive environment and/or return home.

We wish there weren't a need for residential programs, however this is not the case. As long as there are children that require mental health services in a structured setting with hope that they can learn to function in a community setting, Paradise Oaks Youth Services, Inc. will be there.

Please fill in the information below and save for future use. Again, welcome to Paradise Oaks Youth Services, Inc.

Sincerely,

Chris Pettee
Program Supervisor
Paradise Oaks Youth Services

Social Worker's Name

Phone Number

House your child has been assigned to

Phone Number

House Manager's Name

Phone Number

School your child has been assigned to

Phone Number

Agency's Mission Statement

Paradise Oaks Youth Services and Valley Oak Academy provide 24-hour residential care for adolescent males who are diagnosed as Severely Emotionally Disturbed. Paradise Oaks Youth Services will provide the following:

- Safe, caring, highly structured living environment
- Individually designed therapeutic treatment services
- Individually designed academic and vocational educational instruction

Safety, Supervision and Structure

Paradise Oaks Youth Services and Valley Oak Academy's main objectives are to provide a safe, supervised and structured residential setting for boys between the ages of 11 and 17, who have been diagnosed as Severely Emotionally Disturbed. In addition to residential care, we provide social, medication management, educational and vocational services. The ultimate goal of these activities is to encourage each client to develop abilities that will allow him to gain a sense of self-worth, increased independence and practical living skills.

Program Overview

Paradise Oaks Youth Services is designed to meet the needs of children who have mental, emotional, or behavioral issues. Our programs utilize a clear structure with consistent supervision as a means of support to achieve the most effective treatment. The programs provide 24 hour awake staff supervision for residents.

Teamwork is the key element in our clinical approach. Our residential Social Workers work in conjunction with parents, county placement workers and counselors to design, implement and monitor the treatment plan. **Each of our counseling staff possesses a Bachelor's Degree or higher.**

Residents in treatment participate in our on-site educational program. Valley Oak Academy provides specially trained and certified teachers to address the academic and vocational needs of children whose learning processes have been complicated by emotional and behavioral problems.

The primary treatment goal is stabilization of the resident to prevent the need for more restrictive levels of care. To support this goal, our approach provides individualized program planning and treatment for each resident.

We consider recreational activities an important part of growing up. Children also participate in chores that would normally be expected of them in family settings. We focus on the formation of quality relationships among the residents and also between the child and adult staff. Our staff is composed of various ages and backgrounds in order to provide residents with social experiences similar to those found in society. We hope that through our program, the child will learn new and healthier ways of dealing with feelings and interacting with others so that they can return home and be successful.

Overview of our Behavioral System

POINT SYSTEM

The Paradise Oaks Youth Service point and level system has been developed to encourage our residents to learn the socially appropriate behaviors and life skills that each member of our society needs to display in order to lead a productive and socially acceptable life. The point and level system has been recently revised to focus on increasing behaviors and emphasizing a comprehensive approach to treatment. As the events of each point period take place, the staff are to monitor and encourage the residents' positive behaviors. The basic concept is that points will be awarded based on the accomplishment in three areas: program requirements, educational accomplishments, and behavioral treatment objectives. By rewarding accomplishment in the three areas, the conduct of the resident WILL improve. The level system (described below) is linked to the points. As a resident earns points by meeting program requirements, attaining educational accomplishments, and reaching behavioral treatment objectives, he may request a level advancement. As the resident earns his way up the level system, he earns more privileges, trust, and responsibility.

The revised point system focuses on increasing behaviors and emphasizes a comprehensive approach to treatment. The system will be standardized in all homes as well as evaluating progress in the individual's treatment goals. The program will spotlight achievement and effort towards identified target behaviors. Points will be awarded based on the accomplishment in three areas:

- *Program Requirements*
- *Educational Accomplishments*
- *Behavioral Treatment Objectives*

The following guidelines will be followed:

- A total of 80 points (40 A.M. & 40 P.M.) may be earned on a daily basis.
- Points will be awarded by appointed personnel on both the A.M. and P.M. shifts.
- A.M. Shift: **School Days**. Individuals may receive up to 20 points Treatment & 20 points Education every A.M. shift.
- A.M. Shift : **No School Days**. Individual may receive up to 20 points Treatment & 20 points for Program Requirements every A.M. shift.
- P.M. Shift: **All days**. Individual may receive up to 20 points Treatment & 20 points for Program Requirements every P.M. shift.

Earning Treatment Points:

- Each client will have 3 designated behavioral objectives for point purposes. These objectives will be based on observable identified target behaviors.
- Up to 6 points per objective may be earned during each shift (A.M. & P.M.)
- The following guideline will be used for awarding points:
 - 0 or 1 point:** Displays little observable effort towards the behavioral objective.
 - 2 or 3 points:** Displays baseline level of effort.
 - 4 or 5 points:** Effort & accomplishment exceeds baseline level.
 - 6 points:** High level of individual effort observed.
- **2 bonus points** may be awarded for exceptional observable effort and accomplishment in all 3 behavioral objectives.
- **Total Possible Points** = 6 X 3 objectives = 18 plus 2 bonus points = 20
- If a client consistently receives all 20 points, his objectives should be reviewed and revised as needed to ensure improvement and progress.

Program Requirement Points:

- Client may earn up to 20 points for education during the A.M. shift during school days and 20 for program requirements during days when school is not scheduled. 20 points may be earned on the P.M. shift for program requirements.
- The residents are observed by staff during two-hour increments throughout the shift (AM or PM) They can earn 1 point for every two hours making the total of 4 points possible for each requirement.
- Tally sheets are available to assist staff members in documenting the two-hour intervals. Staff members then note on the point sheet the number of two-hour intervals when the resident displayed the program requirement behaviors.

- Scores are based on exclusion criteria. The exclusion criteria are guidelines on what behaviors would prevent the resident from earning points in that requirement. The exclusion criteria are based on the intensity of the negative behaviors that would interfere with the resident earning points.
- A minor episode is low intensity while a major episode is characterized by high intensity. The resident will not earn a point if he exhibits either 2 minor episodes or 1 major episode. The point sheet lists examples for minor and major episodes for each requirement.
- The client may earn 1 point for every two hours for each requirement.:
 - A. Response to directions from staff/teacher is positive or neutral.
 - B. Displays neutral or positive interactions with others (Pro-social behaviors).
 - C. Completes chores/tasks accomplishment (including homework)
 - D. Follows House/School rules.
 - E. Displays self-direction (prompting self).

Most of the interactions between staff and residents involve one or more points. The staff is to encourage the residents to earn their points. If the resident is not demonstrating the desired behaviors, staff will intervene using prompts and re-direction techniques to get the resident to focus on appropriate behaviors. In addition, point and level systems serve as a measure of resident conduct for the treatment teams. Certain behaviors are required in order to reach certain levels. Thus, by knowing the level of the resident, each staff may have an idea of the level of behavior to expect of any resident in our agency.

LEVEL SYSTEM

Each level has an expected standard of behavior and designated privileges. The following guidelines are the minimum requirements of each resident on each level. The goal is to advance to level four, while working on treatment issues. In order to move up the level system the resident must practice the behaviors of the level above his current level. For example, if a resident is on level one he will not be able to advance to level two until he has shown level two behavior.

Goals:

- Standardized implementation: The system will be managed the same way in all homes.
- Progress in treatment and the level system will be individualized.
- Levels will reflect safety, behavior, and treatment.
- The Level System will reinforce increased self-esteem.

The revised *Level and Point System* was developed by a committee so that the treatment features and behavioral part of the program reflect the goals stated previously. The work-group developed a system that is individualized, focuses on the target behaviors, and emphasizes the behavioral program. The system was developed to reinforce desired behaviors, and reflect up-dated treatment philosophies.

Levels of Trust

Paradise Oaks Youth Services utilizes a level system. The system has a Basic Orientation, Level 1, Level 2, Level 3, and Level 4. We have a status of Off Trust (OT) when the residents exhibit behaviors that are deemed unsafe or potentially unsafe. Below is a summary of what each level entails.

ORIENTATION LEVEL

The orientation level is given to every resident who enters our program for the first time. It lasts a period of 10 days. During this time, contact is to be directed to the House Social Worker. This allows the resident to adjust and buy into our program as well as giving parents a time re-gain focus after making the difficult decision to have a child placed out of home. The resident is given Level 1 privileges but is not allowed to go off grounds unless approved by the House Social Worker.

If the resident shows appropriate and safe behavior and has earned enough points, the resident can apply for Level 2. If the resident has not adjusted well, then he will come off orientation to an Off Trust or Level 1 status.

OFF TRUST (OT)

Off Trust is a status that is implemented whenever a resident acts out in a dangerous way and is a safety concern. This status is also utilized for residents who continue to violate program policy and rules. The types of behavior which will result in being placed on OT status are, but not limited to: assaults, self-abuse, AWOL, property destruction, sexual acting out, substance abuse or possession, verbal and physical threats, possession of contraband, needing hands on for management of behaviors and other issues that leave the clinical team with a lack of trust.

Purpose of O.T.:

- Management of unsafe behaviors
- Needing increased supervision
- Limits risks to self and others
- Helps decrease significant excess behaviors

The following behaviors automatically result in O.T.

- Individual offenses as identified by the social worker.
- Assaultive and physically aggressive behaviors (Hitting, kicking, etc.)
- Self-abusive behaviors
- Awol
- Property destruction
- Substance abuse
- Suspension from school
- Threatening behaviors
- Needing hands on for management of behaviors and/or needing restraints
- Possession of contraband. The following are considered contraband:
 1. Weapons - i.e. shanks, knife, bullet, "sharps"
 2. Drug paraphernalia - i.e. pipes, bong, rolling papers, and drug related pictures
 3. Sexually explicit pornographic material
 4. Lighters or matches
 5. Illicit drugs, tobacco products, or alcohol.
- Sexual Acting-out: The following behaviors are examples:
 1. Simulated sex acts

- 2. Sexual assault and/or sexual contact
- 3. Graphic sexual statements directed towards a specific person
- Significant derogatory statement directed at an individual. Examples:
 - 1. Racial slurs (nigger, monkey, wet back, etc.)
 - 2. Sexual orientation (gay, fag, faggot, homo, etc.)
 - 3. Religion (use of Jew)

LEVEL ONE

- Must demonstrate personal safety concerns toward others. i.e., staying on grounds, minimal physical aggression and destructive behaviors. Takes no action that could possibly result in unsafe acts to self and/or others.
- Displays more positive actions and interactions than negative ones.
- Follows directions and completes tasks in a timely manner with mostly socially acceptable responses.
- Demonstrates a willingness to learn independent living skills and social appropriateness and skills..

LEVEL TWO

- Must demonstrate participation in the individualized treatment objectives.
- Displays an effort to accomplish their treatment objectives and treatment plans.
- Data supports this perceived effort.

LEVEL THREE and LEVEL FOUR

- Contributes to the safety of the house and does not contribute to any unsafe issues with others.
- Demonstrates the ability to compromise and negotiate while contributing to a positive climate and environment for the group.
- Demonstrates self-direction in following program rules and requirements as well as successful completion of tasks.
- Demonstrates successful learning of independent living skills and displays self-direction behaviors.
- Demonstrates effort and participation in individual and group therapy.

SUMMARY OF LEVEL PRIVILEGES

All privileges are just that, privileges. The resident's behavior is assessed 24 hours a day. Privileges can be removed at any time staff feels he is not deserving of the privilege.

Please note these are PRIVILEGES. Being on level qualifies the resident for the privilege but we constantly evaluate the resident's current level of safety, cooperation and behavior.

	Orientation	OT	Level 1	Level 2	Level 3	Level 4
Room Time/Lights Out (Sun-Thurs)	9:00 pm 9:30 pm	8:30pm 8:30pm	9:00pm 9:30pm	9:00pm- 9:30pm	9:00pm- 9:30pm	9:00pm - 9:30pm
Room Time/Lights Out (Fri, Sat, Hol)	9:00pm 9:30pm	8:30pm 8:30pm	9:00pm 9:30pm	9:30pm 10:00pm	10:00pm 10:30pm	10:30pm 10:30pm
Video Games ¹	Contract	0	Contract	30 min	50 min	70 min
TV Time (Mon-Fri)	½ hr	0	½ hr	1 hr	1 hr	1 hr
TV Time (Sat,Sun,Hol)	1 hr	0	1 hr	2 hr	2 hr	2 hr
Family Visits (w/ SW perm)	None for 10 days	1 on-grounds ²	1 on-grounds	2 day passes	2 day/ 1 over nite	2 day/ 2 over nite ^{**}
Phone Calls ³	No Contact for 10 days	2- 10min Family Only	2-10min Family Only	2- 10min	3- 10min	4-10min
Radio Time	w/ staff app.	No	w/ staff app.	w/ staff app.	w/ staff app.	w/ staff app.
Work Chore ⁴	\$Set by HM	No	\$Set by HM	\$Set by HM	\$Set by HM	\$Set by HM
Allowance	None	None	\$1.00	\$2.00	\$3.00	\$4.00
Swimming Pool	No	No	No	As app by HM	As app by HM	As app by HM
Job in Community	No	No	No	Applications	Can take job *	Can take job *
Local Park	No	No	Yes	Yes	Yes	Yes
Wood Shop	No	No	No	Yes	Yes	Yes
Ceramics	No	No	No	No	Yes	Yes
Library	No	No	School	Yes	Yes	Yes
Supervised Outings	No	No	No	Yes	Yes	Yes
Clothing Privilege	No	No	No	No	Yes	Yes
Tournament Night	No	No	No	Yes	Yes	Yes
Free Shirt Day/Earn A Book	No	No	No	No	Yes	Yes
Monthly Social Skills Outing	No	No	No	No	Yes	Yes

NOTES

- No privileges can be carried over unless it is a clinical issue authorized by the social worker. For example, a level 2 resident cannot use 1 phone call one day so that they can have 3 the next.
- * Resident can take a job in community when on level 3 or 4. Must maintain at least level 2 to keep job.
- ** During school vacations and holidays, residents on Level 4 can go home for longer periods of time if decided by the treatment team & so long as they do not miss school or critical clinical groups/meetings.

¹ You must NOT be on OT to be eligible to watch peers play Nintendo/Game Cube. It is a privilege.

² OT On-grounds visits must not have an OT start or re-start 24hrs prior to the visit.

³ ALL residents, regardless of Level of Trust, are allowed to call Community Care Licensing, their Placement Worker or Probation Officer. Resident must be safe and in program to make such a call. All phone contact must be to individuals on the Phone List, which is approved by the House Social Worker. Calls to friends must be local or called collect. Such calls are still limited to 10 minutes.

⁴ Work Chore total amount earned cannot exceed \$10.00 per week.

Intervention Tools

Time Away and Processing:

Once a resident indicates that he is feeling frustrated, angry, or irritable, staff may ask the resident if he would like to talk about his feelings. Often times the resident chooses this option and separates himself from the group so he feels more comfortable bringing up personal issues. This processing will help the residents identify their feelings. It also helps establish a trusting relationship with the adults.

Sometimes the resident chooses not to talk and continues to display non-constructive behaviors, or becomes further agitated while talking. Staff will then analyze the situation. If the situation is such that it interferes and is destructive to the program of others, then staff will request that the resident take a “time away”. Paradise Oaks has specified Time Away areas. When directed to a time away, the resident is to remove himself to this area. Time Aways are effective in that they remove the resident from a situation and environment that was increasing his agitation. The length of the time away is dependent upon the resident’s behavior. Some last just a couple of minutes while others require longer periods of time. This is all dependent upon the individual’s behavior, which is checked by the staff supervising him. The main indicator that a time away is completed is the resident’s ability to again function in a way that will not interfere with the program of others. We often times will separate a resident from the group for periods of time if it is felt that he would benefit from it. Time Aways and separation from the group are *not* forms of punishment. Time Aways and separation from the group are interventions designed to de-escalate the resident and return to program. Time Aways are also automatic following a crisis that required crisis intervention by staff. All Time Aways are documented.

All Time Aways involve “processing”. Processing is when staff discusses with the resident the incident that led to the time away. The processing is the opportunity for the clinical team to discuss different alternatives to expressing feelings rather than the inappropriate one(s) in which the resident had engaged. Processing is also the time when staff determines a proactive plan to return the resident to program and determine that such a return would be safe for all involved and successful for the resident.

Crisis Intervention and Physical Intervention:

Sometimes a resident gets so entangled with his emotional response that it is not possible for him to listen and to take supportive requests/directions from staff. A resident may refuse to take a time away, make efforts to evade staff’s supervision, or attempt to assault another resident or staff. When there is a clear and present danger to the resident or others, trained staff will physically intervene to prevent injury to the child or others. Interventions used are standing escorts or supports, and prone containment. All interventions require close staff supervision. All interventions used are documented. In the case of a prone containments, Community Care Licensing (CCL), a state agency, is notified. Any intervention used that results in an injury is also reported to CCL.

Physical intervention is used as a last resort. Staff are trained in several crisis intervention techniques that are non physical. Only when the child exhibits potentially dangerous behaviors or behaviors that by history lead to a dangerous situation, do we intervene physically. Physical interventions are discontinued as soon as the resident is no longer a threat to himself or others. *Should you be talking to your child and he reports an intervention*

that does not sound appropriate to you or you hear/see of injuries that resulted from a restraint, please contact the House Social Worker or House Supervisor who will be available to go over the incident in detail with you. If after talking to these individuals you are still concerned about the incident, please contact the Program Director who will investigate.

All direct care staff are required to take 16 hours of Crisis Intervention and Physical Intervention training every three years.

Basic Weekday Schedule

Please ask your Social Worker or House Manager to describe the home's daily schedule.

General House Rules

Residents will ask staff for permission to change locations.

The fire extinguisher and the fire alarms are not to be touched unless they are needed.

Riding of skateboards, roller blades or bicycles are not permitted.
NO running in the house.

Residents are responsible for staying within staff eyesight at all times.

Socially appropriate language is expected at all times.

Residents are expected to refrain from using non English words, whispering or hand signals to communicate inappropriate messages to staff, residents or the general public.

Laundry is not to be done during school hours.

All four chair legs are to be on the floor at all times.

Do not discuss inappropriate topics such as drugs, violence, AWOL or other resident's issues.

Music, books, magazines and movies must not contain explicit violence, sex, or inappropriate language. No "R" or "NR" rated movies are allowed.

Caffeinated drinks are not to be consumed by residents.

Purchasing of snacks will be limited to one serving size per purchase. Please see serving size listed on the label of the snack package. The intake of sugar products (i.e. candy bars, lollipops, etc.) needs to be limited to the dietary restrictions based on the recommendations from the doctor and/or dentist.

NO smoking or smoking paraphernalia is allowed.

NO alcohol, drugs or drug paraphernalia is allowed.

Due to the differences in the homes, each house also has a set of specific rules. Residents, when admitted to our program, are introduced to these rules and the specific house rules.

General Dress Code

This applies while in residence, on outings, or no visits.

- 1) Clothes must be kept clean. Residents will be assigned a day to do laundry.
- 2) There will be no altering of clothing with House Manager approval.
- 3) Clothing and jewelry must be free of any messages, pictures or style that represents obscenities, drugs, sex, violence and/or gangs.
- 4) Residents are not to have underwear showing. NO sagging is allowed.
- 5) Hats are to be worn outside and with the bill forward.
- 6) Rags, nets, beanies and bandanas are not allowed. Hair nets are allowed, but only while in their bedrooms.
- 7) Residents are not to wear each other's clothes or jewelry without prior House Manager approval.
- 8) Socks and shoes or sandals must be worn during school and when outside. Socks or sandals must be worn at all times, without exception.
- 9) Shoes are to be laced and tied at all times. Shoes are not to have heavy heels or toes.
- 10) NO tattoos (temporary or permanent), body piercing or any other body alterations are allowed while residents are in the Paradise Oaks Youth Services program. This includes while on home visit.

School Dress Code:

1. The grey school shirts will be tucked into pants and worn with a belt, if needed.
2. The bottom of the belt will be ABOVE the top of the hip bone.
(NO "Sagging")
3. The grey school shirt will be visible at all times.
4. Jackets which are open, or sweatshirts which can be unzipped can be worn in the classroom if the shirt remains visible.
5. Residents may only wear jeans, khakis, sweatpants, or shorts.

NO tattoos, (temporary or permanent), body piercing, shaved heads or any other body alterations are allowed while you are in the Paradise Oaks program. This includes while on home visits.

DISCHARGE and PROGRAM COMPLETION

Paradise Oaks Youth Services attempts to have a program completion plan shortly after intake. This plan is developed based on the treatment team consisting of the placement worker, probation officer, parent, House Social Worker, agency staff and the child himself. Our goal is to graduate the child to a less restrictive environment.

Paradise Oaks will maintain contact and submit special incident reports, if appropriate, to the placement worker and/or mental health liaison. The Paradise Oaks Social Worker will notify the placement worker of any concern that might precipitate a discharge before treatment is completed. Paradise Oaks Youth Services feels that safety concerns supersede all other placement issues. Such safety concerns and others that would result in termination prior to completion are:

- 1) INFORMATION CRITICAL TO PLACEMENT SUCH AS HISTORY OF AGGRESSION, SEXUAL ACTING OUT, PARENTAL CUSTODY PROBLEMS AND MEDICAL CONDITIONS WHICH ARE NOT PROVIDED PRIOR TO PLACEMENT BUT BECOME AVAILABLE AFTER PLACEMENT, MAY CAUSE PARADISE OAKS YOUTH SERVICES TO DISCHARGE A CHILD IMMEDIATELY.
- 2) Uncontrollable level of aggression, in which safety of client and/or others cannot be maintained in a community licensed setting or at our level of care.
- 3) Determination after placement that history and needs are significantly different from that presented and that there are problems which cannot be appropriately addressed in this environment. (eg. Substance abuse as the primary diagnosis)
- 4) Dangerous or extremely detrimental affect on other clients progress, through continued intentional peer provocation or manipulation that is not responsive to treatment.
- 5) Commission of a crime that results in change of status from a 300 to 600 or indicates that a 600 client is escalating criminal behavior toward felony crime and criminal behavior is beyond our safety capacity.
- 6) Continued or pervasive inability or refusal by client or parents to cooperate with program. This may include but is not limited to medication compliance, failure to participate in therapy, repeated AWOL's, and continued parental undermining of treatment and refusal to support the agency treatment goals and process.
- 7) Suicidal threats, gestures or attempts which are judged to be lethal, and in which client's safety cannot be maintained in a community licensed setting. Such extreme behaviors may result in *immediate* discharge from the agency.
- 8) Unmanageable level of psychosis, which cannot be maintained safely in a community licensed program and/or is unresponsive to psychiatric intervention.
- 9) A continuing concern regarding clients lack of progress/regression over an extended period of time.
- 10) A change in the Educational Status that results in the resident not being eligible for a Special Education non-public school.

The placement agency and/or parent may also choose to terminate the placement prior to completion of treatment. Paradise Oaks Youth Services requests that such a termination involves members of the treatment team.

**PERSONAL RIGHTS - COMMUNITY CARE FACILITIES
AND CHILD DAY CARE FACILITIES**

Explanation

Regulations in Title 22, California Administrative Code, require that persons admitted to a facility (or their representative) must be advised of their personal rights. In addition, facilities shall post these rights in areas accessible to clients, children and visitors.

These forms have been designed to meet the requirements of this regulation, and a copy has been supplied to each facility. A facility may photocopy as many copies as it may need. If your facility is required to post these rights, you may wish to display this copy which has been provided. The front of this form is to be reviewed with the client and/or parent/guardian at the time of admission. The back portion will verify that the rights have been reviewed and the client and/or parent/guardian advised of complaint procedures. A completed copy should also be retained in the client's/child's personal file maintained by the facility.

As mentioned above, THE CLIENT AND/OR PARENT(S)/GUARDIAN HAS THE RIGHT TO BE INFORMED OF THE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS. CLIENTS SHOULD CONTACT THE AGENCY STATED BELOW:

Licensing Agency to Contact for Complaints
Community Care Licensing
2525 Natomas Park Drive, Suite 270
Sacramento, CA
(916) 263-4700

NOTIFICATION OF PARENT'S RIGHTS

INSTRUCTIONS:

This form is intended to meet the requirement of California Health and Safety Code Section 1596.857 which requires that parents or guardians be informed of their right to enter and inspect the child care facility where their child is receiving care. The facility is required to:

1. Post this statutory right in a prominent place in the facility that is easily accessible for public view.
2. At your request, complete and provide you with a copy of these rights.
3. File and maintain this page in the child's facility record to document that all parties have been notified of this right in accordance with the above statute.

PARENT'S RIGHTS

1. Parents/guardians, upon presentation of identification, have the right to enter and inspect the child day care facility, in which their child(ren) is receiving care, without notice/ advance notice to the provider. Entry and inspection right is limited to normal operating hours while the child(ren) is receiving care.
2. The law prohibits discrimination or retaliation against any child or parent/guardian for exercising his/her right to inspect the facility.
3. The law requires that parents/guardians be notified of their rights to enter and inspect.
4. The law requires that this notice of parents' rights to enter and inspect be posted in the facility in a location accessible to parents/guardians.
5. The law authorizes the person in charge of the child day care facility to deny access to a parent/guardian under the following circumstances:
 - a) The parent/guardian is behaving in a way that poses a risk to children in the facility, or
 - b) The adult is a noncustodial parent and the facility has been requested in writing by the custodial parent (or agency) to not permit access to the noncustodial parent.

Contact with your child

You, the parent or guardian, are an important part of the therapeutic process. An important aspect of your involvement will be contact, both by phone and in person. Paradise Oaks Youth Services feels that to treat just the child without working with the family is not effective. The amount of contact is determined on an individual basis. The following determines that amount: you, your child, placement worker, judge, probation officer, SW and the Treatment Team. Again, all children have different backgrounds and different needs. Paradise Oaks Youth Services works with all involved with the emphasis on the “more” healthy or positive contact, the better.

Regarding personal visits and home visits, this is determined much in the same way and by the same team members. All new clients are subject to a period of time that is described in the Orientation Status. We assess the degree of trust and the degree of safety for the client to leave grounds. Therefore, after the 10 day Orientation Period, the resident will be assessed for visits. Dependent upon the resident’s behavior and participation, this length may be extended if the resident displays behavior that is potentially dangerous or indicates an inability to be trusted. Every resident has different needs, so we do not have a blanket policy on contact with your child.

These are the guidelines we usually follow:

Due to Confidentiality, *under no circumstances are you to interact with other residents in the home.* Paradise Oaks Youth Services also requests that such visits do not disturb the program that is on-going in the home. Any such problems will result in a suspension of on-grounds visits. Again, we encourage the on-site and off-site privileges, however, it is a privilege, based on variable factors.

Visitation Guidelines for Families

General

All visits are to be set up according to Paradise Oaks policy with a written request and the Social Worker’s signature or authorization. The visits should occur precisely as they have been set up without deviation, including dates, times, who is coming, and where the resident will be going.

Any items that families bring to the resident must be approved by the Social Worker or House Manager and inventoried by the staff. Any items that are deemed inappropriate by agency standards will be sent home. Families are encouraged to review their Parent Handbook for information on agency standards for appropriateness. Either the Social Worker or House Manager must also approve any items that the resident wants to take out of the house.

On-Site Visits

Visit times are strictly adhered to and any changes in visit times must be approved by the Social Worker prior to the visit. Please call the house if there is a transportation concern like traffic, getting lost, or running late. Families that are late for their visit may not be given extended time to compensate. Because of other residents that may also have on-site visitation, families will be expected to leave at their pre-arranged time.

Families may bring food for the visit that is for their visit alone, not for other residents or staff members. The food must be ready to eat and not require use of the kitchen. This must be pre-arranged and noted on the visit request so staff members can compensate while preparing house meals that day. Families are not to bring extra food for the resident to have on hand for meals or snacks other than the visit. Residents are not allowed to have caffeine, so do not bring food/beverage items that contain caffeine.

Families will be expected to stay in the area designated for their visit (on the first visit, families are allowed to view their child’s room). Families are not allowed to enter other residents’ rooms, the staff

office, or the social worker's office. If families bring siblings to the visit, the parents are expected to directly supervise their children and ensure that house rules are followed. Residents are expected to stay with their family members during the visit.

Off-Site Visits

Only pre-arranged adults can pick up or drop off residents. The resident will not be allowed to go if the adult is not listed on the Visit Request as transporting the resident. Pick up and drop off times are strictly adhered to so that the staff can plan activities for the other residents in the home. In the event that a resident will be brought back to the home earlier or later than the designated time, the family is expected to call the home as soon as possible to inform the staff of the change. For a resident that is brought back later than the end time specified, the reason should be one of unavoidable circumstance, not because a family wants more time with the resident. Families are expected to provide their own transportation unless otherwise arranged with the Social Worker.

Families are also required to directly supervise their children while under their care. We request family members to support the program by not allowing their child to engage in behaviors that would not be allowed in the program. This includes the following; body piercing, tattoos, drug/alcohol use, smoking, or watching R-rated movies. It is important that the home environment be consistent with the program for the child to truly benefit from treatment. Residents that engage in these behaviors while on home visits may have their future visits limited. Residents may also be drug-tested after visitation depending on their history or legal status.

Medication will be packaged and the instructions for administration written on the package. If there are any questions about the instructions, ask a staff member for assistance. It is important that the child receives his medication as directed and the adult is expected to keep track of the time during the visit so that the medication is administered on time. We do not expect the residents to remember when to take their medication or to hold their medication.

What Can My Child Bring?

We encourage our residents to bring belongings that will make their living with us as "home like" as possible. However, the unpredictable nature of our residents and your child as well, can sometimes result in damage or loss. Therefore, *any personal items that have a monetary value over \$150 or are of significant personal value and cannot be replaced: should be kept at home.* Paradise Oaks Youth Services is not responsible for any items damaged or lost caused by resident or staff. In addition:

No inappropriate CD's or Tapes.

No "blank" tapes or burnt CD's. Must be "store purchased" to insure proper content.

No inappropriate magazines, posters or clothing items.

No weapons, lighters/matches, cigarettes, or knives.

Problems? Questions?

During your child's treatment with us, should you have any problems, concerns or questions please contact the following individuals. We request that you contact the following individuals in this order, starting with those directly involved with taking care of your child to those responsible for supervising the program.

- 1) House Social Worker (If the House SW is unavailable and your question is urgent, please ask for the House Manager)
- 2) Program Supervisor
- 3) Executive Administrator

If you should have a question regarding school issues, please contact the teacher and then the Principal.

Lastly...

We look forward to working with you and treating your child. It is our goal that this experience be beneficial to both your family and your child.