



ADOLESCENT RESIDENTIAL TREATMENT PROGRAM HANDBOOK

*The Fred and Clara Eckert
Foundation for Children*

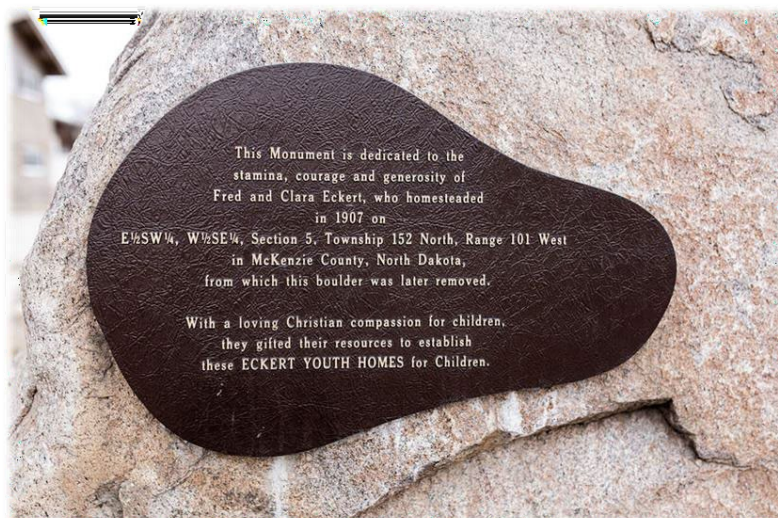


Core Values: Faith, Integrity, Excellence, and Caring



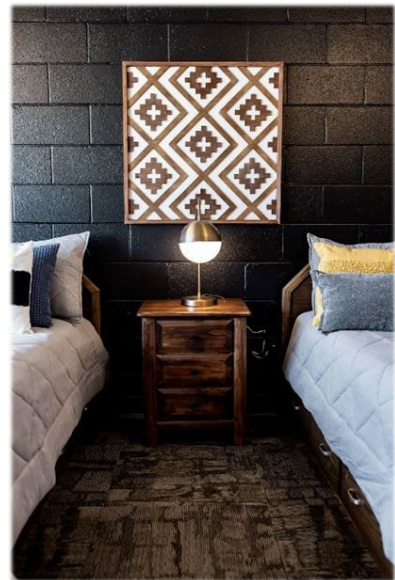
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Welcome to Eckert!
We are honored to be part of your team!

Realizing that someone you love and care for may have to live somewhere else and be cared for by others may be scary, stressful, and/or overwhelming. You may have mixed feelings and unanswered questions. This is normal! Most people, youth, and adults alike, feel this way when facing the unknown. No matter where you are emotionally, mentally, or physically, Eckert staff are thankful to be a part of your team. The Eckert approach to care is Trauma Informed, which is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of various trauma. Eckert believes in the power of relationships. Incorporating the key concepts of inner connection to others, worthiness, and feelings management. This theme of loving connection to people, self-worth, and emotional regulation is integrated throughout the program. Care is provided in a safe and supportive home-like setting. The staff at Eckert are a multidisciplinary, Trauma Informed trained staff. Our program serves both boys and girls, separated by gender, with occasional co-ed activities. The genders are separated, living in two different homes on the same campus. All personnel are sensitive and responsive to any discomfort the mixed gender environment may invoke. As you read through the handbook, keep in mind that you are supported by team members, caring and compassionate professionals, who want to see you succeed.



Treatment Philosophy

Eckert's substance abuse treatment programs recognize addiction is a complex, chronic but treatable illness, with progressive symptoms that reach far beyond the individual affected. Eckert combines multiple interventions along a continuum of care. Individualized treatment needs are addressed from assessment and diagnosis to stabilization, to primary residential, outpatient treatment planning, and the options for long-term recovery maintenance.

Eckert focuses on helping individuals and their families understand the problems created by substance abuse, the need to change behavior, and ways to develop and maintain healthy relationships. At Eckert, a multi-disciplinary staff works together to provide a comprehensive approach to treatment that addresses the medical, biological, psychological, social, and spiritual needs of individuals.

Eckert is committed to conducting services that meet the high ethical standards set forth by the National Association for Alcohol and Drug Addiction Counselors (NAADAC) Code of Ethics and National Association of Addiction Treatment Providers (NAATP) Code of Ethics, the Council on Accreditation (COA) Standards of Care, and North Dakota Department of Human Services Behavioral Health Division Licensing benchmarks.

Eckert's Philosophy of Care is guided by the following concepts:

- Eckert believes that addiction is a primary and chronic disorder characterized by biological, psychological, social, and spiritual manifestations, and with treatment recovery is possible.
- Eckert is transparent in describing the challenges of treating substance use disorders, accurately explains Eckert's scope of practice to inform individual's treatment decisions, and is committed to providing evidence-based, trauma-informed care.
- Eckert values family involvement in treatment and believes that all youth and families have areas of strength and resilience. Eckert engages residents and their families in an open and safe dialogue about their strengths, struggles, fears, and experiences to ensure that residents and their families are the focus of treatment efforts.
- Residential treatment is a vital and essential place in the full continuum of care as a viable choice for the treatment of substance use disorders.

Admission Information

Eckert is a 10-bed facility located in Williston, ND that provides residential substance abuse and mental health treatment to North Dakota boys and girls ages 13 through 17. Application for admission is initiated through the completion of the Eckert Adolescent Addiction Treatment Application.

Items required for Admission:

- Completed Eligibility Application
- Necessary Releases of Information
- Updated ASAM Criteria reflecting need for ASAM Level 3.1, 3.2, or 3.5 Level of Care (Eckert can assist in completing this via face to face or via tele-med appointment)
- Previous assessments and mental health diagnosis are requested

Eckert's adolescent residential treatment program is an effort funded by the Fred and Clara Eckert Foundation for Children.

Approximate Daily Schedule

Weekday	
Time	Activity
8:00 am	Wake-up, Breakfast
9:00 am	Morning Groups
10:00 am	Morning Groups
11:30 am	Rhythmic Activity
Noon	Lunch/Duties/Downtime
1:00	Tutoring/Academics
2:00	Afternoon Groups/Rhythmic
3:00-5:00pm	Afternoon Groups
5:00 pm	Supper/Duties/Downtime
	Phone calls after 5pm
6:00 pm	Supper/Duties/Downtime
7:00 pm	Evening Activity
8:00 pm	On-campus by 8pm Personal/phone calls/ downtime
10:00 pm	Residents in rooms
	Lights Out

Weekend	
Time	Activity
9:00am	Brunch/Chores
10:00am	
11:00am	Brunch/Chores
Noon	Brunch/Duties/Downtime
1:00pm	Afternoon Activities, Programming, Visits, Personal Phone Calls
2:00pm	Lunch/Duties/Downtime
3:00pm	Afternoon Activities, Programming, Personal Phone Calls
4:00 pm	
5:00 pm	Dinner/Duties/Downtime
6:00 pm	Evening Activity/Personal Phone Calls
7:00 pm	
8:00 pm	Back on campus by 8pm
10:00 pm	Calm Time
11:00 pm	Residents in rooms
11:00 pm	Lights Out

At times Staff may change schedule as needed.



Family Involvement at Eckert

The organization works with the resident and his or her family to determine and maintain an optimal level of family involvement in all treatment activities.

Eckert recognizes that each resident defines “family” differently, whether it be blood relatives, legal guardians, foster families, adoptive families, extended family members, peer groups or other family-like relationships.

Eckert helps every resident to:

- express the nature of family connection desired
- develop problem-solving skills and resolve conflicts in family relationships
- identify family strengths that help members meet challenges
- cope with family separation and grieve the loss of family
- maintain relationships with family members through letters, phone calls, and electronic visits
- prepare for return to the family/caregivers, when appropriate

Eckert supports active family participation:

- at admission
- in assessments
- in service planning and decision-making
- during the treatment process and discharge planning, including preparation for return to family and community
- in family counseling and services, unless involvement is contraindicated
- through Family Education and Support Meetings

When services cannot be provided close to a resident’s home, Eckert facilitates maintenance of family ties, and involvement of the family in service planning and delivery, by assisting the family with travel arrangements and employing methods for telecommunication through web-based or electronic systems.

Eckert staff educates family members on any important information related to the resident’s treatment that will aid in the resident’s transition from care and offer support to families such as individual mentoring and family and/or parent coaching.

Length of Stay: It is difficult to initially predict how long a stay will be needed. This is dependent upon the nature of presenting challenges and progress towards treatment goals. We will collaboratively discuss from week to week what the next steps are and how often therapy sessions will occur. It is important to attend all groups, individual sessions, and family sessions. Not attending sessions could delay discharge. As you progress and get closer to completing goals, we will collaboratively discuss a transition plan for graduation/discharge/termination.

Benefits/Outcomes: The treatment process seeks to meet goals established by all persons involved, usually revolving around a specific complaint(s). Participating in therapy may include benefits such as the resolution of presenting problems as well as improved intrapersonal and interpersonal relationships. The therapeutic process may reduce distress, enhance stress management, and increase one’s ability to cope with problems related to work, family, personal, relational, etc. Participating in therapy can lead to

greater understanding of personal and relational goals and values. This can increase relational harmony and lead to greater happiness. Progress will be assessed on a regular basis and feedback from clients will be elicited to ensure the most effective therapeutic services are provided. There can be no guarantees made regarding the ultimate outcome of therapy.

Expectations in the program: For service recipients to reach their therapeutic goals, it is essential they complete tasks assigned by clinical and direct care staff. Substance abuse treatment takes time and effort, and therefore, may move slower than your expectations. During the therapy process, we identify goals, review progress, and modify the treatment plan as needed. Every staff member here is a member of the treatment team. In addition to coping skills, refusal skills and education, we teach a variety of life skills that aid in a successful long-term recovery. Examples include setting and maintaining boundaries, life skills such as cooking and how to have fun and be sober, such as playing games and recreational activities.

Risks: In working to achieve therapeutic benefits, service recipients must take action to achieve desired results. Although change is positive, it can be uncomfortable at times. Resolving unpleasant events and making changes in relationship patterns may arouse unexpected emotional reactions. Seeking to resolve problems can similarly lead to discomfort as well as relational changes that may not be originally intended. We will work collaboratively toward a desirable outcome; however, it is possible that the goals of treatment may not be reached.

Confidentiality: The concept of confidentiality and privacy is important at Eckert. To honor and respect all service recipients and their families, communication with anyone outside of Eckert about other service recipients and their families is not allowed. In addition, Eckert's records concerning individuals that have received, are receiving, or seek to receive services at Eckert must be safeguarded and protected by HIPPA and CFR 42 Part 2 Regulations. Eckert will follow Section 50-31-06 of the North Dakota Century Code that Classifies records and information regarding persons in substance abuse treatment programs as confidential in accordance with HIPAA and 42 C.F.R. Part 2. Former residents and current residents are not allowed to have any contact while a youth is in placement at Eckert.

Exceptions to Confidentiality:

- Risk of harm to self or others
 - Threats, plans, or attempts to harm oneself. I am permitted to take steps to protect the client's safety, which may include disclosure of confidential information.
 - Threats regarding harm to another person. If you threaten bodily harm or death to another person, I am required by law to report this to the appropriate authority.
- In cases of medical emergency
- In reporting crimes that occur on program premises or against staff (limited information)
- To entities having administrative control
- To qualified service organizations
 - A qualified service organization (QSO) means a person or organization that: 1) provides services to a [Part 2] program, such as data processing, bill collecting, dosage, preparation, laboratory analyses, or legal, medical, accounting, or other professional.
- To outside auditors, evaluators, central registries, and researchers
- Reported or suspected child abuse or neglect
 - Which include but are not limited to domestic violence in the presence of a child, child on child sexual acting out/abuse, physical abuse, etc. If you reveal information about

child abuse or child neglect, I am required by law to report this to the appropriate authority.

- Reported or suspected vulnerable adult abuse or neglect
 - Vulnerable adult abuse or neglect. If information is revealed about vulnerable adult or elder abuse, Eckert is required by law to report this to the appropriate authority.
- Court-order to release information
 - If a court of law issues a legitimate court order, Eckert is required by law to provide the information specifically described in the order.
- Oversight and public health reporting

Sessions Outside the Office: From time to time, programming will include options outside of Eckert. While all precautions will be taken, participating in programming outside of the Eckert facility may put your confidentiality at risk.

Your Insurance Company: By using insurance, Eckert is required to give a mental health and/or substance use disorder diagnosis that goes in your medical record. The clinical diagnosis is based on your current symptoms even though you may have been previously diagnosed. We will discuss your diagnosis during session. Your insurance company will know the times and dates of services provided. They may request further information to authorize additional services regarding treatment.

Dual Relationships & Public: Our relationship is strictly professional. To preserve this relationship, it is imperative that there is no relationship outside of the counseling relationship (i.e.: social, business, or friendship). If we run into each other in a public setting, I will not acknowledge you as this would jeopardize confidentiality. If you were to acknowledge Eckert staff or volunteers, you may put your confidentiality at risk.

Social Media: No friend requests on Eckert staff or volunteer personal social media outlets (Facebook, LinkedIn, Pinterest, Instagram, Twitter, etc.) will be accepted from current or former clients. If you choose to comment on our professional social media pages or posts, you do so at your own risk and may breach confidentiality. Eckert cannot be held liable if someone identifies you as a client. Posts and information on social media are meant to be educational and should not replace therapy. Please do not contact Eckert through any social media site or platform. They are not confidential, nor are they monitored, and may become part of medical record.



Expectations in The Home and Community

RESPECT

- Being polite and courteous with other residents and staff is good manners and shows that you are considerate of others' feelings and encourages them to treat you with similar respect.
- Residents are expected to be present and on time for all meals, groups, activities, tutoring, and individual appointments.
- Residents are expected to use their own belongings and designated bed.
- Eckert's property and household goods are to be used with consideration.
- Follow Eckert's dress code.
- Body piercing, tattoos, nails, tanning beds, tanning lotions, haircuts, and hair color is not allowed while in the care of Eckert staff.
- We do not allow youth to share clothing and other personal items.
- We do not allow youth to have money on them, if there is an activity that requires money it will be paid for through the treatment center.

CARING

- Let Eckert staff know where you are, both inside and outside the residence.
- Only Eckert Staff can answer the phone and the door.

TRUSTWORTHINESS

- Illegal drugs, alcohol, tobacco, Juuls, and other controlled substances are prohibited on Eckert's property.
- Food and/or drinks are not to be taken into the resident's room unless permission is granted by a direct care staff.
- Follow co-ed guidelines when applicable.
- No disrupting the Eckert neighborhood. Do not knock-on doors.
- Do not pick up items off the ground when on walks or outings.

RESPONSIBILITY

- Your room is expected to be clean and your bed made each morning.
- Instructions for assigned duties "chores" need to be followed or you may be asked to redo a chore by direct care staff.
- Residents are required to take care of their personal hygiene by keeping their body and clothes clean daily, this helps prevent the spread of germs.
- Focus on doing your education well and on time.
- If you have a request, you and your parent(s)/guardian(s) may contact the Eckert Program Director.

CITIZENSHIP

- Follow and respect the guidelines in the home and in the community.
- Do your part in taking care of the Eckert home.
- Be helpful to others in the Eckert home and in the community.

FAIRNESS

- Take turns and share with other residents.
- Evaluate own actions before others. Everyone in the home has an equal opportunity to succeed.

****Eckert is a safe and loving environment for all residents. If you are having difficulty following the expectations, ask an adult for help.***

Guidelines

Room/Backpack/Person Checks

1. Searches of residents or their property are conducted in a trauma-informed manner that respects client rights, dignity, and self-determination. Issues of privacy are balanced with the need to protect service recipients/family/staff from physical harm of self or others, emotional harm, weapons, and/or illegal contraband.
2. Searches are completed randomly and when there is a specific reason to conduct the search. Eckert staff will conduct a room or person search if one of the below scenarios occurs:
 - a. Presence of an item that endangers the service recipient, family, or staff physical safety.
 - b. Reason to believe there may be illegal drugs and/or contraband that may jeopardize the success of program recipients.
 - c. A service recipient expressed the desire to hurt self or others and/or a plan to hurt self or others.
 - d. The service recipient was involved in a theft and there is a written request by the court to conduct a search.

Visits

3. Due to Eckert being a short-term residential treatment, in person family visitation is not permitted and only approved in rare emergency situations. However, youth do have regular phone calls and may have zoom visits in addition to their family sessions.

Phone Calls/Mail

- No monitoring of calls unless specified otherwise.
- Personal calls may be received/made at Eckert during the times on the daily schedule.
- The standard maximum length of phone calls is 15 minutes and may be changed based on staff's discretion.
- All forms of communication may only be allowed if the person is on the approved contact list, unless otherwise specified.
- Approved contact lists will be limited to family members and relevant professionals.
- We do not allow current residents to have contact with former residents. This is for confidentiality purposes.
- Mail can be sent to Eckert at **1102 7th Ave East Williston, ND 58801.**
- Eckert cannot accept outside food, snacks, or drinks. If any of these items are mailed, they will be kept with the resident's belongings until discharge.
- Phone number is **701-572-6181.**



Media/Electronics

- T.V. channels are programmed for TV-14 rating
- No personal media or communication devices (such as cell phones, tablets, computers) are allowed at Eckert
- Electronics may only be used for educational purposes, during the hours of tutoring and in the presence of the Eckert tutor and/ or Eckert staff

- No picture taking at any time for any reason.

Kitchen Area & Meals

Breakfast, lunch, and dinner will be provided by Eckert and made by staff and on occasion, service recipients. You are served nutritious meals and given at least one other alternative option for meals that are disliked. **Please notify staff members about any known allergies.**

For convenience and organization, residents are allowed in the kitchen area only after asking permission from Eckert staff. Typically, residents are in the kitchen only for chores and cooking classes. While there are no major food restrictions in the program, staff does provide education and guidance on nutrition. Residents are limited to two cups of coffee per day. Residents are not permitted to bring food or drinks with them, nor can they be received in the mail.

Spirituality/Church Attendance

Spirituality will always play a huge part in Eckert's care. Each service recipient will be given an opportunity to learn and explore their spirituality and how God may impact their treatment process and life.

- An Eckert Staff member will be assigned a service recipient to pray for.
- Service recipient will have the opportunity to participate in daily devotions with Eckert staff.
- Service recipients will be offered a Bible from Eckert.
- Service recipients are given an option for an Eckert staff to pray with them prior to bedtime.

Clothing Guidelines

All clothing must be appropriate as to Eckert standards. Clothing must be appropriate for the weather. It is recommended that Jackets/hoodies and long pants must be worn if the temperature is under 40 degrees. A winter (heavy) coat and warm clothes are to be worn when there are freezing temperatures.

All your belongings will be carefully checked, inventoried, and searched for prohibited items by the staff at the time of your admission to Eckert. Any belongings that you take home or bring to Eckert throughout the course of your treatment must be checked in with staff.

Shirts

Shirts must fully cover the midriff. No exposed stomach, cleavage, or visible undergarments. Transparent or see-through tops are not permitted.

Swimwear

Female residents are required to wear appropriate outer clothing, such as a shirt, shorts, or cover-up, over their swimsuits. Male residents must wear a shirt with their swim trunks.

Pants/Shorts

Shorts must reach at least mid-thigh or follow the "fingertip rule," meaning the hem should fall to where your fingertips rest when your arms are relaxed at your sides. Jeans with holes are allowed only if no skin is exposed above mid-thigh. Materials that are see-through or sheer are not permitted. Pants and shorts must be worn securely at the natural waist, and undergarments must remain fully covered—any exposed clothing in that area is unacceptable.

Advertisement

Any writing on clothing must not advertise or condone drugs, alcohol, smoking (or any other type of tobacco products), rebellion, swearing, immoral behavior, or any group that promotes the same.

- *No exchanges or borrowing of clothes/makeup/personal items.*
- *Residents may not purchase clothing for or from other service recipients.*
- *Please initial tags on clothing items with a permanent marker*
- *If there are any questions or concerns about accessing these items, please contact Eckert.*

Suggested Items to Bring

- 5 Shirts minimum
- 5 Pants minimum
- 5 undergarments
- 5 pairs of socks
- Pajamas
- 1 pair of active shoes
- Indoor shoes or slippers
- 1 winter sweater/sweatshirt
- 1 backpack
- Required school materials/books
- Athletic clothing
- Swimwear
- Swimwear coverup
- Prescribed Medications in the original bubble packaging
- 1 transitional item, for example, blanket, stuffed animal, pillow, game, toy
- Pictures of loved ones (all photos must be appropriate)
- Seasonal:
 - 1 pair of snow boots
 - 1 winter coat
 - 1 pair of snow pants
 - Winter gloves and hat

If deemed clinically necessary, items such as shoelaces and strings may be removed from the youth's bedroom. Belts must be kept in the direct care office. They can be checked out at the start of the day and must be returned at the end of the day.

Laundry

You will be given a laundry day to wash clothes, towels and comforters or other blankets. Saturdays, sheets will be a chore assigned to a recipient for everyone in the program, recipients will bring down their sheets to the laundry room before brunch. Direct Care Staff will be on hand to give direction or answer any questions.

****It is encouraged to leave all valuable items at home. Eckert will not be responsible for any lost items and/or any belongings left behind at time of discharge.***

Items You Shall Not Bring to Eckert

- Drugs and alcohol
- Narcotics or non-prescribed medications
- Money/Debit or Credit cards
- Any object or device which propels, blunts, strikes, burns, destroys, shoots, or that is capable of propelling or shooting, a projectile that could cause internal and/or external harm
- Weapons (firearms, knives, scissors, sharp objects, batons etc.)
- Ammunition for any firearm
- Pornography
- Toiletries and beauty products that contain alcohol (mouthwash, perfume, etc.)
- Electronic cigarettes
- Unapproved over the counter medications
- Video games and DVDs
- Tobacco
- Aerosols



- Cleaning supplies (bleach, ammonia, etc.)
- Electronics (cellphones, televisions, gaming consoles, etc.)
- Candles and incense
- Free roaming pets and animals (other small pets such as fish, need pre-approval)
- Food, snacks and/or drinks from home

****This also applies to any individual who is licensed to carry a firearm or weapon. If any of these items are found, items will be sent home.***

Illness/Other Medical Issues

- If you are on medications, the medication must be carded before arrival. Youth without carded medications will not be accepted for intake. This can be done at most pharmacies. Eckert Authorized Medication Observers (AMO) will only give carded medications exactly as labeled.
- Your health and safety are the number one priority at Eckert, so you are responsible to notify a staff member if you have symptoms or medical concerns.

Roommate and Co-Ed Rules

- Bedrooms at Eckert are a place to get away and find peace and quiet. The bedroom should always be a safe and comfortable place.
- Respect the privacy of roommates.
- The only place you may undress is in the bathroom.
- Only one person in the bathroom at a time.
- Keep your space in the room clean.
- Use respectful language.
- You may only be on or around your bed and must stay on your bed after lights out.
- Respect your roommate's wish to sleep and their need for quiet time.
- Residents cannot socialize with one another in bedrooms. This is only permitted in the common areas.
- Romantic relationships between residents are not permitted while in treatment at Eckert.
- The boys' rooms are located in Home 1 and the girls' rooms are located in Home 2.
- Physical contact is not allowed between residents.
- Staff may assign or reassign beds or seats whenever there is more than one resident in a room or a vehicle. There is no "co-ed" seating. Males and females will always have separate seating.
- Staff always need to be notified anytime a resident decides to go to another room or outside the home.
- Bedroom doors will be left open during the day and may be cracked during "lights out".



Personal Boundaries

Eckert is aware of the healing and benefits of appropriate touch. Eckert also acknowledges that many people have been hurt or negatively affected through inappropriate and/or uninvited touch. Everyone has their own background, history, culture, and boundaries around touch. To respect everyone and their right to feel comfortable and safe, the following rules must be followed.

- No hitting or slapping in any form—whether meant as play or “just for fun”
- No back rubs or massages

- No wrestling
- No tickling, poking, pinching, or grabbing
- No resting on another's body
- No intentional inappropriate contact in recreational activities
- No kissing, intimate hugging, or sexual contact of any nature
- No sexual comments or gestures
- No sharing food or drinks

****There may be times when it is appropriate to give a resident a hug, only do this with the service recipient and Eckert staff permission.***

Bullying and Threatening

- Treat others with respect and kindness.
- Do not bully or threaten anyone, it can be detrimental to one's social, mental, and emotional wellbeing.
- If it is safe, speak up when you see bullying or threatening.
- Get a staff member right away if it's not safe to speak up.
- Never join in if a resident is being bullied or threatened.
- Encourage someone who has been bullied to talk to an Eckert staff.
- Make a commitment to contribute to safety at Eckert.

Service Recipient Rights

- Be treated with respect and dignity.
- Be treated without discrimination based on physical and mental disability.
- Be treated without regard to race, creed, national origin, sex, or sexual preference.
- Have information handled confidentially in accord with applicable laws, regulations, and standards.
- Receive federal confidentiality requirements.
- Not be subject to physical, emotional, or sexual abuse/harassment by employees or another service recipient.
- Have services for male or female service recipients reflecting the special needs of each gender and to be provided equivalent, clearly defined, and well-supervised sleeping quarters and bath accommodations for male and female service recipients.
- Provided a reasonable opportunity to practice the religion of the service recipient's choice insofar as the practice does not interfere with the rights of other service recipients or the treatment program.
- Have the right to be excused from any religious practice.
- Have access to an established service recipient grievance procedure.
- Be informed of service recipient rights in a language the service recipient understands.
- Least restrictive conditions necessary to achieve the purposes of treatment.
- Free from unnecessary restraint and isolation.
- Visitation and telephone communications.
- Send and receive sealed mail, if on the approved contact list.
- Keep and use personal clothing and possessions.
- Regular opportunities for outdoor physical exercise.
- Free from unnecessary medication.
- Exercise all civil rights, including the right of habeas corpus.

- Not to be subjected to experimental research without the express and informed written consent of the patient or of the patient's guardian.
- Not to be subjected to psychosurgery, electroconvulsive treatment, or aversive reinforcement conditioning, without the express and informed written consent of the patient or of the patient's guardian.
- Not to be required to participate in the development of an individual treatment plan.

The above-mentioned rights can only be limited/restricted (NDAC 25-03.1-41) if the treating physician, psychiatrist, or psychologist trained in a clinical program, if in that person's professional judgment to do so would be in the best interests of the patient and the rights are restricted or limited in the manner authorized by the rules adopted pursuant to section 25-03.1-46. Whenever a physician, psychiatrist, or psychologist trained in a clinical program responsible for treatment of a particular patient imposes a special restriction on the rights of the patient as authorized by the rules, a written order specifying the restriction and the reasons for the restriction must be signed by the physician, psychiatrist, or psychologist trained in a clinical program and attached to the patient's chart. These restrictions must be reviewed at intervals of not more than fourteen days and may be renewed by following the procedure set out in this section.

****It is impossible to predict all possibilities and circumstances; Eckert staff may use their discretion at any time.***

Emergency Procedures

Fire

In case of a fire:

- Notify everyone by stating loudly “fire” and state the location of the fire.
- If the fire is small and in the beginning stages, there are fire extinguishers throughout the home, they are all marked by a red square sign that says, “Fire Extinguisher”.
- Make note of where fire extinguishers are:
 - Kitchen
 - Garage
 - Laundry room
 - Upper hall closet
 - Both ends of hall downstairs and end of hall upstairs

Fire Evacuation Plan

When evacuation of the premises is necessary the following procedures should be used:

- People should go to the exit closest to the room you are in. For some it will be the front door, and for some it will be the back door.
- If you are behind a closed door, feel the door prior to opening it. If it is hot, leave the door shut and exit through a window.
- If hallways are blocked by fire, windows may be used to exit the building. Otherwise, the windows should be shut.
- Once you have exited the building, everyone will meet in the parking lot between the two buildings
- Direct Care will then decide if they need to take you elsewhere farther away from the location of the fire.
- Possible places Direct Care Staff may take you are the gazebo behind home 2, the building at the back of the property, the ARC.

- Fire drills are conducted one day a month. Direct Care staff will time how long it takes for everyone to exit the building.

Tornado

In case of a tornado:

- Go to the basement hallway
- Kneel along the hallway and cover your head with your hands (this is called turtle position)
- Stay away from windows & stay low.
- If possible, stay tuned to a radio station & follow the storm's progress and any directions given.

Grievance Procedures

If a service recipient feels or believes that any of his/her rights have been violated, he/she has the right to bring a formal complaint. If necessary, the Program Director after receiving all information from all communications about the grievance, shall make the final determination whether rights have been violated and will make reasonable efforts to correct the situation. If the grievance is regarding the Facility Administrator, the final determination whether rights have been violated will be the Board of Directors' decision. They will make reasonable efforts to correct the situation. The following steps have been set up to assist the service recipient and/or family member to file a grievance.

1. The first step is to identify if a grievance is a criminal matter, please contact the local law enforcement. If it is an abuse /neglect, please contact the local social service office.
2. If the grievance does not fit any of the above matters, the next step would be for the service recipient to talk to or write the supervisor of the person involved in the complaint.
3. If the service recipient needs assistance writing the grievance, any Eckert staff or another trusted adult may assist the service recipient. The service recipient may also call or write any other adult they trust to act as a personal advocate and start the grievance.
4. The service recipient submitting the grievance will hear from the supervisor or supervisor designee of the person whom the grievance is about within one business day.
5. If the problem is still not resolved or the service recipient is unsatisfied with the result, the service recipient may request to speak to the next person in the chain of supervision. Any Eckert staff may be asked about the line of supervision.
6. If the service recipient believes they are in any danger, the service recipient may ask that grievance be dealt with as an emergency.
7. Service recipients are made aware of the grievance process during the admission process and in writing in the Fred and Clara Eckert Foundation for Youth Handbook.

Discharge Planning

The length of time you remain at Eckert will be decided by you, your family and your team members both inside and outside of Eckert. It is important to attend all groups, individual sessions, and family sessions. Not attending sessions could delay discharge. A discharge plan will be developed to help with your transition out of residential treatment. Each service recipient at Eckert has a different treatment plan based on needs. Youth are informed of their potential discharge dates as early as possible so both the youth and the family can help prepare for the transition. Each youth completes a Relapse Prevention Plan prior to discharge. The Relapse Prevention Plan is completed with the treatment team, the client, the client's family (as appropriate) and any other significant people the client would like to include. Eckert staff assists the client in researching support options in their home community and assists in reaching out and

scheduling upcoming appointments for the client as part of his or her discharge plan to ensure the client discharges with social support in place.