



# PARENT HANDBOOK



Dear Parent/Legal Guardian:

I would like to take this opportunity to welcome you and your child to The Pines at Willingway. We sincerely appreciate the trust and confidence you have placed in our facility. Our entire staff takes the care and safety of your child very seriously. Our goal is to work with not only your child, but your entire family to resolve issues that resulted in the need for treatment.

We recognize the decision to seek placement in a treatment facility is a difficult one. Please know that we will do everything possible to work with your child and you to ensure a successful return home as quickly as possible with positive outcomes.

Our entire team at The Pines is focused on only one goal – to assist youth in learning to abstain from substances and understand addiction, self-manage their behavior and achieve their treatment goals in a safe, therapeutic environment in order to successfully return to their home and community.

It is important to remember we only have your child for a brief period. Our primary treatment focus is on their substance use. Many of our patients do have other mental health issues, history of trauma or behavioral issues. Although we assess for trauma, it is not clinically appropriate to start delving into a youth's trauma history. That is something that requires longer term treatment after they have a clear mind and are free from substances. Also, The Pines is not equipped to deal with adolescents with severe behavioral problems unless it is related to their substance use, or acute psychiatric symptoms. Our focus is on treating their addictions.

Please review the handbook for some basic information about our program. We encourage family involvement and participation in all aspects of your child's treatment while at The Pines. If you have any questions or concerns, please speak with your child's therapist or a member of our team.

Thank you again for choosing The Pines at Willingway.

Revised March 2022



## Parent Handbook

Name: \_\_\_\_\_ Unit: \_\_\_\_\_

### Welcome to The Pines at Willingway!

This informational packet is yours to keep and hopefully will answer any questions you have about our facility. If there are questions you have that are not answered in this packet, please ask any staff member to help you get the answers you need.

Our primary goal will be to help your child learn new ways of understanding the disease of addiction and start a path toward recovery.

Some of the basic things your child will be working on:

- Their own use of substances.
- Education about the disease of addiction
- Relapse Prevention
- Triggers
- How to appropriately manage emotions without substances.

- Education about substance and the negative impact on their bodies, brain development and health, both short term and long term.
- How to avoid peer pressure.
- How to make positive choices.
- How to self-manage emotions through health, holistic methods.
- How to control anger.
- How to develop personal boundaries and protect his/herself from unsafe situations.
- How to control behavior in school so your child can get the most out of his/her education.
- How to set and achieve personal goals.
- Increase coping skills and learn ways to calm or self-regulate when upset, angry or sad.
- Positive ways to effectively communicate.
- Developing health outlets for emotions and behaviors through activities.

Your child will be assigned a Clinical Therapist.

**The Clinical Therapist will:**

- Meet with your child for individual therapy and family therapy each week.
- The clinical therapist conducting weekly process groups may be different from their primary therapist providing their individual and family therapy sessions.
- Develop and review treatment plans and individual goals. These goals are very important and will help your child work toward discharge.
- Call your referral source if indicated and keep them updated.
- Your point of contact for questions regarding your child's progress and treatment.

## **Treatment Philosophy**

### ***What We Believe About Addiction***

We believe addiction is a primary illness, not a by-product of another disease or situation. We are committed to helping each and every one of our patients discover and accept a new life, one free of mood-altering drugs and alcohol.

Our philosophy is based on four primary concepts (we call them truths):

- We believe the cause of alcoholism and drug dependency is unknown.
- We believe that addiction is, in part, a chemical disease.
- We believe there is a relationship between alcoholism and addiction to other drugs.
- We believe that addiction is a disease of the whole person (physical, mental, emotional and spiritual).

We understand that you may not have the same beliefs we do. We only ask that you keep an open mind during your loved one's stay.

## **Assessments**

Each patient will receive a battery of assessments administered within the first 5 days of treatment. Those include a psychosocial assessment, a nursing assessment, a history and physical, a medical assessment, a recreational assessment, and additional assessments to ascertain any trauma history, depression and anxiety. The outcomes of those assessment will be used to form the basis of the treatment plan. Each patient will be tested for substances as soon as they are admitted to the unit. The Pines will conduct random drug screens throughout treatment as indicated.

## **The Treatment Plan**

Because everyone is different, each patient has his/her own individual treatment plan with their own individual treatment goals. The therapist and treatment team will develop the treatment plan with input from you and your child. The treatment team consists of the therapist, nurses, medical staff, unit staff, program administrator and you. The first treatment

team meeting to review the goals is held within seven days of admission. You and your child will receive a copy of the treatment plan and your child will sign it as well.

The treatment plan and how your child is doing toward achieving goals will be reviewed at weekly treatment team meetings.

### **How long will my child be at The Pines?**

The Pines at Willingway works with you and if involved your insurance companies to determine the most appropriate length of stay. The typical length of stay will be 45 days but depending on the needs of each youth it may be shorter or longer depending on a variety of factors.

### **Educational Component**

Due to the short length of stay, patients will remain enrolled in their home school districts and will be placed on medical homebound. Willingway does not have a designated on-site school per se. There will be 1.5 hours each afternoon set aside for your child to complete assignments from their home school as part of the medical homebound instruction. It is important to remember that your child is here to address their substance use/abuse and will spend the majority of time engaged in treatment. We realize education is important and will assist in ensuring they keep up with current assignments. However, if your child is behind, our recommendation is to work with your child's school while they are here to develop a plan to get them back on track after they complete treatment and return to their normal school schedule.

Our Medical Director will be able to sign the medical homebound forms from your district. However, it will be the parent's responsibility to notify the school of the situation and obtain the necessary documentation to place your child on medical homebound. Please secure the name of someone at the school we can contact while they are here. You will also need to bring their current school schedule, any information for online learning, and if possible, textbooks.

## **Visitation with Family Members, Telephone Calls**

### **Telephone Calls**

Remember your child is here to focus on their addiction. Often there has been tension in the home as the result of the addiction and related problems. This time is an opportunity for you and your child to heal and “take a break” from that tension and conflict. The therapist will be working with your child to understand how their addiction and resulting behavior has negatively impacted the family and their relationship with parents.

We know it will be difficult to not talk with your child, but frequently phone calls tend to interfere with the therapeutic process. Therefore, your child’s therapist will schedule a weekly “zoom” call with you and your child where the therapist will be present to process any concerns or issues that arise.

These calls will be scheduled during normal business hours. We know that this may be a challenge due to your work schedule but since your child is only here for 30-45 days we ask that you find a time to be available for this call. The therapist will work with you to find the most convenient time.

The Therapist will provide you with a weekly update about your child’s progress. If there are any incidents or problems or concerns that arise during the week our staff will contact you to make you aware.

We know you will want to call and receive an update on your child’s progress every day and to hear how their day went, but we ask that you refrain from doing that. Our staff are busy providing treatment and attending to your child’s needs and having to answer the phones takes time away from being able to do that. Also, the phone rings in the nurse’s station and if no one is in there it will go unanswered.

Please be assured that if anything significant happens we will keep you updated in real time and you will receive a weekly progress update from the therapist.

**Will my child be allowed to leave the facility or go on passes?**

Patients will be allowed to participate in outside activities on the grounds daily as well opportunities to swim. If your child tells you they have not been swimming or to the exercise room, it is because they have chosen not to participate. There may be times when the pool is closed for maintenance.

### **When can I visit my child?**

Visits are not typically allowed during treatment. This is so your child can focus on their treatment and behaviors that led them to Willingway. We know that being separated from your child during this time is stressful and you want your child to know you love and support them and to see them to ensure they are ok. It is important to remember that your child is here for a brief time. Often it is difficult for them to not want to leave after a visit. We appreciate your understanding that while this may seem extreme, in our 50 years of experience not having contact with families except for family therapy and updates really does positively impact the patient's chances of success after discharge.

Also, with Covid still a concern, we are having to limit visitors coming to the facility which exposes patients and staff unnecessarily.

#### **Dress Code**

- No sleeveless tops
- No see-thru blouses
- Cleavage line should NOT be visible
- Bottoms must be KNEE LENGTH OR LONGER

### **Options for Family Therapy:**

In addition to your weekly Zoom meeting with your child and the Therapist, The Pines offers a free multi-family group every Thursday at 5:30 PM with Kevin Petersen from Petersen Family Counseling in Florida. Kevin is a well-known family therapist, and we strongly encourage you to participate in this Zoom group each week. A copy of his book will be provided to you during your child's treatment. Your therapist will be providing you with information about the Zoom link to this family therapy group.



Willingway and The Pines also provide free Continuing Care Groups in key locations as well as two Zoom options. These groups are facilitated by individuals who are experts in addiction and are designed for family members, friends or former patients/clients. A copy of the schedule for in-person meetings as well as the Zoom options is included in your admission's packet. Your therapist may also provide you with information about the meetings.

Another avenue for support for family members is to attend a local Alanon meeting in your area. These meetings provide invaluable support for family members who have a loved one struggling with addiction.

## **Expectations/guidelines on the unit**

### **Do I need to provide shampoo, deodorant or hair care products?**

The Pines will provide your child with all necessary hygiene products such as toothbrush, toothpaste, shampoo, deodorant, and hair care products. However, feel free to bring those items at the time of admission if you like. Patients will not be allowed to keep these in his room for safety reasons but will have their own box to store these items. If you want to provide products for your child, please make sure all items are alcohol free.

### **What kind of clothes should I send?**

Your child will wear their normal clothing. We ask that you send no more than two pairs of shoes due to storage limitations. Please make sure that for female patients, clothes are not low cut or skin-tight. Shorts need to be an appropriate length above the knee or down to the knee. This applies to **males and females**. No running or jogging shorts. Basketball shorts that come to right above the knee are allowed. Tank tops are not permissible and no open toed shoes for safety purposes. Also clothing with derogatory slogans, references to alcohol are not permitted. Torn clothing is also not allowed. Please make sure your child has a bathing suit. Males and females will not be allowed to swim together.

Hats are permitted to be worn outside during winter but hats are not permitted to be worn inside. Hats should not have any slang or substance

related material imprinted. Wave runners or caps are not permitted. Shoes must be close toed- no flip flops or sandals allowed for safety purposes. Please only bring two pairs of shoes.

### **Jewelry**

Patients who already have pierced ears will be allowed to wear earrings. However, hoop earrings or earrings with sharp edges are not permitted for safety purposes.

### **Hats or head coverings**

Hats are not allowed except in winter when outside. Hats are never to be worn indoors and may not have inappropriate writing on them. "Wave-runners" or hair caps may not be worn. Wearing them will result in the item being removed and confiscated.

\*Personal items are your child's responsibility. If your child loses items or they are damaged or they give them away, The Pines will not replace them. It is your child's responsibility to keep up with personal items. If they have anything of value, please do not allow them to bring it. Again, The Pines will not be responsible for lost, damaged or stolen items.

Please leave anything of value including jewelry or personal items at home.

### **What about electronic items or cell phones?**

Personal electronic items are not allowed and must be left at home. Video games, DVDs, computers or other electronics are provided by the facility as part of the level system. Patients are not allowed to use cell phones or have one while in treatment. Internet access is strictly monitored and only used for educational purposes. Your child will not be allowed to participate in any type of social media while in treatment.

### **What if my child has a school owned laptop?**

If your child has a school issued laptop, please let us know that prior to admission. The laptop will be kept locked up and your child would be allowed to use it during school time only. Willingway does not assume any responsibility for any school issued laptops that may get broken while here.

### **What chores will your child be responsible for in the unit?**

Room care chores will include making the bed, picking up clothes, folding clothes and putting them away neatly in drawers, and making sure the room is neat and orderly. The facility will do laundry.

### **Can patients send/receive mail?**

Patients may send and receive mail but only from someone approved by the parent/legal guardian. The Pines will provide stamps and envelopes for patients if requested.

## **Smoking**

Smoking for any patient under the age of 18 is not allowed, even with parental permission. No tobacco products of any kind are allowed. If your child does smoke please discuss with the therapist or doctor and if you request it a nicotine patch will be provided.

## **Food**

### **May I bring special food or snacks to my child?**

No food may be brought to the facility. The Pines at Willingway provides nutritious meals and snacks on-site. If your child has special dietary needs or allergies please make sure we are aware of that before or at admission so we can let our dietary staff know. The Pines has a licensed nutritionist that works with our dietary staff.

## **Medication/Medical Procedures**

### **Medications**

Any medications are administered by the nurses. If the doctor prescribes or discontinues a medication, you will be notified to inform you of the change and to obtain your permission for the new medication. Information provided will include the purpose and possible side effects.

### **What if my child needs to see a doctor or dentist?**

The Pines utilizes the services of dentists and physicians in the surrounding area should there exist an emergent need for such services. We will notify you of any emergent situation requiring off-site medical treatment. We also encourage you to schedule non-urgent appointments before your child is admitted or after your child successfully completes our program. Each patient receives a history and physical examination by the physician within 24 hours of admission.

## **On-site Physician Services**

The Pines at Willingway employs a full time Medical Director, Dr. Vance Raham. Dr. Raham is board certified as an Addictionologist. Also, The Pines utilizes the services of a consulting psychiatrist, Dr. Steven Lopez. Dr. Lopez provides telehealth assessments. He is board certified in child and adolescent psychiatry. Jason Evans is our full time Physician Assistant. The Pines contracts with a psychiatrist and psychologist if those services are clinically indicated.

## **Recreational Activities**

### **How often does my child have recreational activities?**

Structured recreational activities happen several times throughout the day. Community activities are available on the weekend for patients who earn off site activities during the week. Every patient is expected to participate in recreational activities as part of their treatment. Recreation activities are supervised by our Certified Recreation Therapist.

Willingway does have an indoor pool and exercise room in an adjacent building close to the unit. The pool is heated in winter to 88 degrees. Opportunities throughout the week are provided to the patients to swim and use the exercise room. However, patients may choose not to participate. Treatment interventions are not optional, but pool and exercise room are.

### **Will my child be allowed to attend church?**

Weekly spiritual groups are provided for any patient who would like to participate. Due to the nature of the program and various religious

affiliations of patients, The Pines does not take patients off site to church services.

## General Rules of Conduct

The following rules are in place for your child to follow:

- ✓ Follow directions that are given by staff.
- ✓ Stay with your group and on the facility grounds unless accompanied and/or permitted by staff.
- ✓ Be respectful and polite towards staff and other patients at all times.
- ✓ Verbal/physical abuse, cursing or threats are not allowed.
- ✓ Tell the truth at all times.
- ✓ Do not take things that do not belong to you.
- ✓ Do not destroy any property.
- ✓ Do not hide or run from staff.
- ✓ The Pines is a “no touch” facility.
- ✓ Report improper sexual advances or sexual comments from another patient immediately to staff.
- ✓ Patients are not permitted to make inappropriate comments or gestures to anyone.
- ✓ No use of gang terminology or street slang.
- ✓ Be on time for groups, for school and for all meal times.

- ✓ Don't take any items from the cafeteria (spoon, forks, knives, snack)
- ✓ Obey all posted rules in designated areas.
- ✓ All contraband (weapons, cigarettes, lighters, drugs, etc.) is prohibited.
- ✓ Maintain a neat, clean appearance at all times, keep pants pulled up, no sagging.
- ✓ Shorts must be appropriate in length (mid-thigh or Bermuda length)
- ✓ No physical touching of staff or patients at any time.
- ✓ Keep bedrooms clean and organized and help to keep the facility clean and organized.
- ✓ Do not enter another patient's room.
- ✓ Do not sell, buy, borrow, share, loan, steal, hold, or trade any items with other patients or staff.
- ✓ Do not gamble.
- ✓ Do not use pens and markers on the walls, furniture and doors.
- ✓ Respect each other's confidentiality.
- ✓ No passing notes or letters to one another, nor to other patients not housed at The Pines.
- ✓ No running inside the building or in line.
- ✓ Follow room rules.
- ✓ Do not mark on your skin or someone else's skin.

- ✓ Do not put your feet on the tables or chairs.
- ✓ Do not lean back in the chairs.
- ✓ Do not incite or encourage others to break rules or start a crisis.
- ✓ Do not cut your own or another patient's hair.
- ✓ Do not braid, brush or comb another patient's hair
- ✓ Regarding make-up, please note the following
  - **One** eyebrow product (either pencil or pomade/brush)
  - **Two** eye products (either mascara and eyeliner)
  - **Up to Two** face products (foundation and concealer only – no blush, highlighter, etc.)
  - **No false eyelashes, or glue**
  - **No mirrors handheld, highlighted or in a compact**
- ✓ Do not interfere with a crisis situation.
- ✓ No fire setting or attempting to set fires.
- ✓ No tampering with electrical, fire, safety, or maintenance equipment.
- ✓ No running away or unauthorized leave from facility.
- ✓ No self-abusive behaviors, piercing, tattooing, self-mutilation, hitting wall or other behavior that would be considered self-abuse.
- ✓ No spitting or putting bodily fluids or excrement anywhere it does not belong.
- ✓ Please hang personal pictures on the bulletin boards provided in your room.

- ✓ Your family will be responsible for reimbursement of any property damage deliberately done while in treatment.
- ✓ No graffiti

## Grievances

**Patients, family members or legal guardians have the right to initiate a complaint or grievance concerning the quality of care.**

### Grievance Procedures

If you have a concern or complaint regarding the program or a specific issue related to the quality of care or safety, you may contact the internal patient advocate and file a grievance or complaint. Patients or family members may complete a written grievance form and submit directly to the patient advocate, to a staff member, or their therapist who will submit to the patient advocate. The patient advocates are Hannah Rogers and Haley Wheeland.

Haley W. or Hannah R. will investigate your complaint or allegation and report the findings to the Chief Executive Officer, the therapist and to you.

### **What if I feel a staff member has intentionally harmed my child?**

If you are making an allegation against a staff member or another patient, please report the allegation immediately to the therapist, nurse on duty, or program administrator. Your allegation will be investigated. The allegation may also be reported to the **(1-800-522-3511)** or law enforcement and your outside agency representative. The Pines does not allow or tolerate patients to be intentionally harmed or mistreated by staff.

You may also file a complaint with The Joint Commission by calling **630-792-5800**.

## Behavior Management



**What happens if your child tries to harm himself, hit or hurt peers or staff, or becomes out of control?**

Our first priority is to make sure all patients are safe from harm. That includes making sure patients don't hurt themselves or others, destroy property, or try to harm staff. The Pines staff does everything possible to assist patients in calming down. Staff will try to verbally de-escalate the situation, offer a time out, or take other measures. Each child has a crisis/safety plan that is specific to their triggers and things which help them calm down when angry or upset. There may be times when we ask your child to remain in their room and work on assignments in there. That typically only happens if someone is making inappropriate comments, becomes highly agitated and needs to calm down, or is in an altercation.

If all other attempts to help a patient calm down or de-escalate the behavior fails, and it is clear that a threat of harm to self or others exists, then staff may have to contact law enforcement. Continued aggressive or outbursts will be addressed by the treatment team and if the problem continues or escalates to a point where the behavior and safety of others cannot be managed, The Pines may issue an administrative discharge. This will be a last resort.

All Pines at Willingway staff are trained in the use of approved therapeutic techniques to ensure the safety of patients if this is needed. The Pines utilizes National Crisis Prevention Institute (CPI) training.

No physical holds, locked seclusion or any type of physical restraint is used at The Pines. Your child may ask for a time out as a way to help calm down.

*The following "bill of rights" has been provided to your child.*

**PATIENT BILL OF RIGHTS**

The Pines respects the rights of patients and recognizes that each patient is an individual with unique health care needs. We respect each patient's personal dignity and provide considerate, respectful care focused on the individual's needs. Full disclosure of your rights as a patient is one of the ways in which we demonstrate our respect for you as an individual.

Patients should report any incident they feel is a breach of professional ethics.

The Pines acknowledges the following patient rights:

1. Your right to reasonable access to care, regardless of race, religion, gender, sexual orientation, ethnicity, age or disability;
2. Your right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected;
3. Your right to accept or refuse treatment, unless it is determined through established authorized legal processes that you are unable to care for yourself or are a danger to yourself;
4. Your right to designate a surrogate decision maker if you are incapable of understanding a proposed treatment or procedure or are unable to communicate your wishes regarding care;
5. Your right to informed participation in decisions regarding care and services;
6. Your right to request an opinion of a consultant at your own expense;
7. Your right and your family's right to be informed of patient rights in a language that you both can understand;
8. Your right and your family's right to be informed about the outcomes of care, including unanticipated outcomes;
9. Your right to receive adequate information about the clinical staff responsible for your care;
10. Your right to care that is considerate and respects your personal value and belief systems;
11. Your right to be informed of The Pines' rules and regulations concerning the conduct of individuals served;
12. Your right to be informed of The Pines' policies and procedures regarding the handling of medical emergencies;
13. Your right to personal dignity and freedom from physical and verbal abuse;
14. Your right and your family's right to communicate and to participate in treatment planning;
15. Your right to individualized treatment, including:
  - a. adequate and humane treatment regardless of the source(s) of financial sources.

- b. provision of services within the least restrictive environment possible
- c. an individualized treatment plan,
- d. periodic review of the treatment plan,
- e. an adequate number of competent, qualified and experienced professional clinical staff to supervise and carry out the treatment plan,
- f. the appropriate assessment and management of emotional and physical discomfort.

16. Your right to personal privacy and confidentiality of information as explained in the Patient Notice of Confidentiality Laws;
17. Your right to participate in the consideration of ethical issues that arise in the provision of care and services;
18. Your right to have access to a process for resolving care-related conflicts or complaints between you and your family and The Pines by contacting the Patient Advocate;
19. Your right to access pastoral or other spiritual services as appropriate to the treatment setting;
20. Your right to be free from the use of physical restraints;
21. Your right to be fully informed of the charges for treatment;
22. Your right to have and retain personal property that does not jeopardize your safety or the safety of others and to have your property treated with respect;
23. Your right to obtain a copy of The Pines' current licensing inspection report upon written request; and
24. Your right to contact the state licensing authority, which investigates patient complaints of licensing rule violations at the Office of Regulatory Services, Healthcare Section, 2 Peachtree Street, N.E. 31<sup>st</sup> Floor, Atlanta, Georgia 30303, 404-657-5726 ext. 5728.



**Parent Handbook  
Acknowledgement Sheet for New Admissions**

I, \_\_\_\_\_, have received a copy of The Pines at Willingway Parent Handbook.

I have reviewed the program rules, level system, grievance procedures, behavior management, and patient rights.

Signed,

\_\_\_\_\_  
*Parent/Legal Guardian* *Date*

\_\_\_\_\_  
*Therapist or Designee* *Date*