



PrairieCare

*Committed to providing a healing
environment for youth and their families*

**12915 63rd Avenue North
Maple Grove, MN 55369
www.prairie-care.com
952.826.8400**



PrairieCare

RESIDENT HANDBOOK

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WELCOME

PrairieCare Residential Services is part of the PrairieCare continuum of Psychiatric Health Care.

The residential program provides active, long term intensive therapeutic services in a 24-hour supervised and structured environment. This resident handbook outlines how we provide treatment and expectations for residents in the program. We hope this helps familiarize you and your family with our treatment approach.

The treatment program is designed for children and adolescents age 10-17 years of age. We consider each individual's cognitive, emotional, developmental, family, cultural, relational, and spiritual needs while thoroughly evaluating all underlying psychiatric conditions.

Residents access services at PrairieCare residential in a variety of ways including referrals from other care professionals, school, family, or self-referral. The services provided in the residential setting are designed to ensure safety for all while creating an atmosphere conducive to healing.

Residents who enter PrairieCare's residential services have had significant difficulties functioning in their family, school and/or community due to many factors including their mental health symptoms. The treatment team works closely with each resident and their family to identify and assess problems and then begin steps towards treating identified issues.

These steps often involve dealing with problems differently than in the past, both medically, emotionally, and behaviorally. The entire treatment team is available to assist and support each resident in making such changes as well as meeting regularly with family to review treatment progress and address behavioral interactions in the family.

PrairieCare understands the importance of clear communication and collaboration- therefore, we will work closely with each resident, their care providers in the community and their family members to provide for the best possible outcomes of treatment.

YOUR TREATMENT TEAM

Treatment Planning

Residents and their parents/guardians meet with their Care Coordinator and Therapist to develop a treatment plan within ten days of admission. The treatment team reviews treatment plans every week and modifies as needed. Residents and their parents/guardians are involved in the development of treatment plan goals.

Your Treatment Team may include:

Child and Adolescent Psychiatrists

Physicians with specialized training in all aspects of care of mentally ill and/or addicted children and adolescents.

General Psychiatrists

Physicians trained in treating mentally ill or addicted residents of all ages.

Family and Individual Therapists

Masters-level therapists experienced in helping families cope better with the challenges of childhood psychiatric disorders.

Nurses

Licensed nurses with specialized training in caring for psychiatrically ill residents.

Care Coordinators

Care Coordinators will help guide treatment planning and act as the case manager for each resident.

Residential Counselors

Staff members trained to support residents throughout the day. Residential counselors are present 24-hours/7 days a week to provide support, counseling, and supervision. They also provide various types of therapeutic groups to help build and discuss residents' independent living skills, recreation/leisure skills, social skills, vocational skills, relationship skills, and self-esteem.

TREATMENT DECISIONS

Recognizing Parents' Wisdom

PrairieCare Residential Services recognizes and respects that parental/guardian rights and judgment ultimately govern treatment decisions for their children. That is why we view our recommendations to you as fundamentally collaborative in nature, in the same way that we work together as a team of doctors, nurses, social workers and therapists to integrate multiple perspectives and information sources into a comprehensive diagnosis and treatment plan.

PrairieCare Residential Services also recognizes the importance of each resident's perspective on their health and changes they would like to make while in treatment. Residents work with the treatment team and their families on treatment planning throughout their stay in the residential program.

Special Confidentiality Notice for Parents

Your child has the right to private, confidential communication with the doctor, therapist, and treatment team providing his or her care. We also recognize it is very important for you to know what your child is going through in order to do your job as a parent, which is why we will always encourage your child to be honest with you. We will encourage, prepare, and support your child so that they feel safe enough to share those issues with you.

We recognize how challenging it can be for a parent to raise a child, especially when the child has a mental illness. We want to be your partner in supporting your child's physical and mental wellbeing, and even when we can't discuss certain details about your child with you, we will always be there for you: guiding you and giving your child the best advice possible to protect him/her and encourage healthy decisions, including being open and honest with you.

TREATMENT DECISIONS

Ensuring Professional and Scientific Standards

At the same time, our practitioners may in their professional judgment deem certain recommendations essential or critical to successful treatment. All recommendations are discussed and explained thoroughly with parents and residents. Insurance companies also at times require that certain forms of treatment be part of a covered treatment plan.

In cases where a resident is not reaching case plan or treatment plan goals as expected, PrairieCare Residential Services will initiate a review period, not to exceed five days, during which time a determination will be made regarding whether the resident may remain in the residential program or be discharged. The Residential Operations Director and the Medical Director will determine whether a resident may or may not remain in residential during the review period. The review period will consist of conferring with all interested persons including family members, reviewing interventions provided and determining if there are additional strategies that can be developed to permit continued stay in the program.

DAILY SCHEDULE

Each day residents will receive a variety of treatment modalities provided by a multi-disciplinary treatment team. Residents attend programming with their peers. The following is an example of what the daily schedule may look like:

TIME	PROGRAMMING
6:30	Wake-Up/Hygiene
7:30	Breakfast
8:00	Day Planning/Mindfulness
8:30	School
10:00	Break/Snack
10:15	School/Psycho-education group
12:30	Lunch
1:00	School
2:00	Break/Snack
2:15	School
3:30	Evening Planning
4:00	Recreation/Leisure
5:00	Dinner
6:00	Visiting Hours (ends at 8pm)
9:30	Bedtime

Residents will participate in weekly individual therapy sessions, daily therapeutic group and spend time in recreation and leisure activities. All of these services are designed to meet each resident's individual needs and provide opportunities to gain new skills for ongoing emotional and behavioral development. The PrairieCare Residential Services program utilizes Dialectical Behavioral Therapy principles as a foundation of our treatment approach.

The PrairieCare Residential Services program believes strongly in the partnership with parents/guardians throughout a resident's treatment stay. Weekly family therapy is a core programming component for all residents. The program also provides a recurring parent education series that includes, but is not limited to, topics such as parenting, education about mental illness, self-care, family strategies, and topics chosen by families.

SCHOOL

The team at PrairieCare Residential Services believes strongly that school/education plays an extremely important and influential role in the lives of children and adolescents. While the importance for mental health services often outweighs the need for schooling when a child or adolescent is in residential treatment, the PrairieCare Residential Services program believes the wellness of a child's mental state is often deeply woven into the educational and social success experienced in the school setting. PrairieCare Residential Services therefore partners with School District 287 to provide daily instruction during the academic year as well as academic instruction during a summer session.

Parents are asked to sign a Release of Information (ROI) so that contact with the resident's community school may be made. Admissions forms for District 287 are completed prior to or upon admission to the residential program. Educational staff may include a special education teacher, certified teaching specialist, licensed teacher, paraprofessional, or additional tutors as necessary.

Prior to discharging from the program, the educational team will coordinate a school staffing to invite the family and staff from the resident's home school to review treatment progress, recommendations for continued care, and any changes made to the individual education plan (IEP). PrairieCare Residential Services and classroom staff may consult with the resident's home school if an alternative educational placement is recommended after residential treatment.

PrairieCare Residential Services recommends the PACER Center for parents seeking advocacy for their child's educational rights at 800-537-2237. The PACER Center can help parents understand laws surrounding disabilities and IEP's.

GENERAL INFORMATION

Case Management

Case Management is coordinating activities identified on a treatment plan as necessary to attain treatment goals and to plan for discharge. This includes coordination with the resident's usual school, medical, mental health or other services that may be provided by PrairieCare Residential Services or through other providers and agencies. The Care Coordinator works with each resident and their family to provide case management services. Any general questions about treatment planning, programming, or transitioning can be directed to your child's Care Coordinator.

Discharge

Length of stay in the residential program is based on each resident's individual needs. Length of stay can average between three and six months depending on each resident's needs, motivation, and progress. Discharge planning begins at admission and continues through each resident's stay in the program. In most cases, successful completion of treatment is based on the resident's improved ability to manage stress, mental health symptoms, and other issues in a more healthy and adaptive manner, allowing them to function more successfully at home, in school, and in their community.

Confidentiality

PrairieCare Residential Services honors the confidentiality of all residents. It is expected that residents and their families also honor each other's confidentiality to foster a more therapeutic environment.

Screens

When indicated, a Physician may order urine drug screens and/or breathalyzers for residents if there is suspicion of drug or alcohol use. These may be scheduled or random. Any refusal to comply with a drug screen when requested is viewed as an admission of using drugs or alcohol and results in appropriate consequences.

GENERAL INFORMATION

Visiting Hours

PrairieCare Residential Services encourages visits by families and other supportive individuals. There are visiting hours every day to accommodate family and support persons:

Monday-Friday 6:00pm-8:00pm

Saturday & Sunday 2:30pm-4:30pm & 6:00pm-8:00pm

Treatment team members will work with families and support persons to schedule alternative times when necessary to ensure connection with loved ones while in residential treatment.

Telephones/Mail/Computers

Residents have access to telephones to make and receive calls from approved people during non-programming hours. An approved call list is filled out with parents/guardians upon admission and updated as necessary with the treatment team.

Residents are allowed to send and receive mail through the US postal service and/or other professional mail delivery services. Residents' mail is not read by staff members; however, all envelopes, packages, and items sent to the facility will be searched for prohibited items to ensure the safety of our residents and staff members.

Residents may have access to computers and Internet through the school and on the unit. PrairieCare Residential Services provides access blocks to known inappropriate content. Residents will be informed of acceptable use policies upon admission. Refusal to follow these guidelines may result in loss of computer privileges.

Illness

PrairieCare Residential Services maintains a clean and healthy environment to minimize the spread of any illnesses. A nurse will collect a health history upon admission. Paragon has partnered with local pediatricians and Maple Grove Hospital to provide any medical support necessary outside the scope of our staff. Except in the case of emergencies, parents/guardians permission is required for any further treatment not provided by PrairieCare Residential Services. Because the treatment of psychiatric disorders is so critical, PrairieCare works with other medical partners to accommodate any medical needs necessary for treatment progress to continue.

GENERAL INFORMATION

Meals

Meals and snacks are provided daily. Each resident is screened upon admission for dietary needs, allergies, and/or restrictions. The menu at PrairieCare is overseen by a registered dietitian. Individual dietary consults may be ordered by a physician as deemed necessary.

Medications

Treatment of some illnesses may include the recommendation by a physician for the use of medications. Medications are only dispensed after the staff has provided education on the specific medication to the resident and the parents/guardians has granted approval to begin the medication ordered. A staff member administers any medication scheduled to be given during the time the resident is at the program. All medications are kept in a locked cabinet in the nursing office. Resident non-compliance with medications is addressed as a treatment issue.

Resident Rooms and Accommodations

Residents at PrairieCare Residential Services will have individual bedrooms. Each room will have a bathroom, comfortable sleeping arrangements, clean linens, storage space for some personal belongings, and a desk. For safety reasons, rooms cannot be locked from the inside.

Residents will be able to access showers daily on the unit during designated times. Staff will supply any supplies needed for personal hygiene such as: a toothbrush, toothpaste, shampoo, soap and contact solution. Meals and snacks are served either in the main Atrium area or in the main common areas under supervision of staff.

The residential program offers comfortable common areas for residents to use which include television, games, furniture, and phones which can all be used with permission from staff. PrairieCare Residential Services strives to offer a comfortable environment that is both safe and conducive to treatment. Staff have taken many precautions to ensure both of these within the program. Please talk to a staff member if you have any questions.

GENERAL INFORMATION

Personal Belongings

All residents and visitors to the residential program will be checked for any dangerous or prohibited items, called contraband. All personal belongings will be checked in upon admission. Parents will be provided a packing list which includes prohibited items. Some resident items may be kept secure with staff members for use with supervision while other items may be kept in the resident's room. Parents and residents will be asked to sign an inventory sheet upon admission and discharge and at anytime items are brought into and out of the facility.

Due Process

Residents and families are encouraged and supported in expressing any concerns or questions regarding the implementation and/or appropriateness of recognition, consequences and physical interventions. Residents and families may speak with their treatment team and/ or Operations Director. Residents and families will also be assisted with the grievance procedure upon request.

Grievance

PrairieCare Residential Services encourages open communication between residents and their parents/guardians and staff with the objective of resolving concerns or grievances through appropriate problem solving actions. Upon admission, residents and their parents/guardians are informed of their rights and responsibilities and informed of the process by which they can voice any concerns related to their rights and/or treatment. Grievance information and forms are posted in the common areas within the facility and are available upon request to any staff member.

HIPAA/MEDICAL RECORDS

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 created standards to protect resident's health information when it is disclosed and to facilitate the flow of medical information between providers.

Release of Information

Parents/guardians are asked to sign a **release of information (ROI)** upon admission so the PrairieCare Residential Services treatment team can contact other pertinent providers to ensure appropriate communication during a resident's stay. Updates will be sent to these providers as deemed necessary by the treatment team and as approved by the parents/guardians. After treatment is complete, other providers may request that PrairieCare Residential Services share information with them to help facilitate ongoing care. This information is only shared if a valid ROI is completed, or if it is required by federal law that this information be shared (i.e. emergencies, national security, public health issues).

An ROI is not needed to communicate treatment information with your insurance company for the purposes of obtaining authorization for treatment and subsequent payment for services. Please contact a staff member if you have further questions related to HIPAA or the sharing of medical information. More information can be found through the U.S. Department of Health and Human Services website: www.hhs.gov

Prior to a resident starting in treatment, the parents/guardians would have acknowledged the Confidentiality Policy and Notice of Privacy Practices which further outlines the management of private health information.

Medical Records

The PrairieCare Residential Services treatment team will keep careful documentation of all aspects of treatment to monitor progress and to help facilitate future growth. The team will begin to build a medical record chart the day of admission. Federal Law specifies that while the physical chart remains the property of PrairieCare Residential Services, the information contained within is the property of the resident.

INDIVIDUAL (PATIENT) RIGHTS AND MEDICAL RECORDS

- All residents have the right to inspect and copy their own protected health information (medical record) on request, except for mental health records, which must be reviewed with a psychiatrist first. In cases where exposure to the record might be harmful to the resident, the psychiatrist may deny the request.

- If residents request a copy of their psychiatric record, we will generally review the record with them. It is unlikely that there would be information in the chart that a resident should not or could not read, but much of the information in the chart may require explanation.

- Residents also have the right to amend or append their medical (or psychiatric) record. Physicians have the right to deny such a request if it is believed that the information in the medical record is accurate, but in that case the resident request must still be attached to the medical record.

- Residents have the right to an accounting of all disclosures to other parties. This means that if they ask for a list to whom we have released psychiatric information, we will supply it to them.

- Residents have the right to have reasonable requests for confidential communications accommodated.

- Residents can give written authorization for PrairieCare Residential Services to disclose their psychiatric information to anyone they choose, and they may revoke the authorization in writing at any time.

- Residents have the right to receive a written notice of privacy practices from providers and health plans.

RULES AND GUIDELINES

Boundaries

Residents receiving treatment may be vulnerable and are often times unable to make healthy decisions about physical space and emotional boundaries. As such, we work with each resident and the residential community to ensure healthy boundaries are practiced between residents and staff members at all times. Time spent at PrairieCare Residential Services should be focused on treatment goals. Residents will not be allowed to share personal information with other residents in the program at any time. This includes:

- Home Address
- Phone Numbers
- Email Addresses
- Video Game Platforms/Username
- Social Media Account Information

Violence

Violence toward staff, fellow residents, or visitors of PrairieCare Residential Services is not tolerated. Aggressive symptoms usually indicate a need for intensive care. Staff at PrairieCare Residential Services are trained to provide de-escalation to clients experiencing crisis; however, if a resident is engaging in an act that risks imminent harm to themselves or to others, staff members are trained to initiate physical restraint if necessary. Any violence occurring on PrairieCare Residential Services property may be reported to law enforcement for prosecution.

Phase System

The treatment team at PrairieCare Residential Services works closely with each resident in treatment planning and utilizes a phase system to acknowledge treatment progress. The phase system allows residents to move at their own pace through different phases. Phase objectives include learning about challenges that may have led to treatment, becoming more aware of patterns and behaviors that may be unhelpful in daily functioning, developing behaviors and emotional skills that work to better manage stressors, and being able to more consistently use these skills in ways that increase residents' sense of well-being and functioning.

RULES AND GUIDELINES

Attendance/Participation

Regular attendance and participation in daily programming is essential to your child's recovery. Residents are not allowed to stay in their bedrooms once programming begins unless required to do so based on illness. If a situation arises where a resident refuses attendance in scheduled programming, the treatment team will approach from a treatment goal/progress perspective and identify problems as well as potential solutions to the refusal.

Hygiene

Maintaining personal hygiene is part of recovery. Residents are encouraged to take regular showers. If necessary, staff will broach hygiene topics with parents/guardians if issues are compromising treatment and wellness. PrairieCare Residential Services will provide any personal hygiene supplies during treatment that may be necessary.

Dress Code

- PrairieCare Residential Services provides scrubs for residents who do not possess appropriate clothing upon admission
- Shirts must cover the resident's midriff at all times
- Shorts which are at least knee length may be worn during appropriate weather
- Camouflage clothing, crop tops, tank tops, sleeveless shirts, hooded sweatshirts (hoodies) with strings are not allowed
- Sharing of clothing or personal items is not allowed
- Tight fitting or revealing clothing is not allowed
- Shirts or other clothing with alcohol/drug advertising or offensive language and symbols are not allowed
- Underwear must not be visible
- In situations where safety is a concern, a resident may be asked to wear scrubs and turn in any articles of clothing or accessories that pose a potential threat to safety

It will be left to staff discretion to determine what is appropriate.

Violations of dress code will result in the need to wear scrubs until appropriate clothing can be received.

RULES AND GUIDELINES

Conduct/Facility Rules

Acceptable behaviors:

- Showing respect for yourself and your belongings
- Being a positive influence on your peers
- Ignoring the negative behavior of others
- Participating to the best of your ability in all programming
- Following staff directions
- Maintaining appropriate personal boundaries
- Respecting the boundaries of others
- Maintaining confidentiality
- Following the dress code
- Remaining within staff supervision at all times

Possible opportunities for recognition of acceptable behaviors include, but are not limited to: using PrairieCare rewards points at the store each week, gaining increased responsibility in the program, off-site outings, participation in passes with family members, and advancement in the level system. PrairieCare staff members work with each resident and family to develop recognition opportunities that are meaningful to the resident.

RULES AND GUIDELINES

Unacceptable behaviors:

- Disrespecting other people
- Bullying others
- Threatening to physically harm other residents, people they know, or staff members
- Violence towards other residents or staff members
- Swearing
- Not following staff directions
- Being in any area unsupervised without staff permission
- Disrupting groups or other treatment activities

Possible outcomes for unacceptable behaviors include a conference with staff members to address the behavior, a family conference to reassess treatment needs and goals, inability to participate in off-site outings or passes with family, time-out, and discipline recommendations based on individualized education programs. As with opportunities for recognition, consequences for unacceptable behavior are developed in partnership with parents and the resident during treatment planning.

For residents who engage in behaviors that demonstrate a threat of imminent harm to themselves or others, physical intervention may be utilized.

CONTACT INFORMATION

The program Care Coordinator will be the general point of contact for families throughout treatment. At the point of admission, the Care Coordinator will begin to communicate with outside providers (as authorized through ROI's) and begin to plan for discharge.

Families will also be working closely with a family therapist each week. The program Nurse will be communicating specific information about medications as needed.

The entire treatment team will work collaboratively to provide the highest quality of treatment for each resident and their family system. Please do not hesitate to ask any questions to any of our staff members. Below is the contact information for the program. Further contact information and business cards are available at each reception desk and will be provided to families upon admission.

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Grievance

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Upon admission, residents and their parents/guardians are informed of their rights and responsibilities and informed of the process by which they can voice any concerns related to their rights and/or treatment. Grievance information and forms are posted and available in the common areas within the facility and are available upon request from any staff member.

PrairieCare Residential Services does not discriminate against any person on the basis of race, color, national origin, disability, gender identity, gender expression, or age in admission, treatment, or participation in its programs, services, and activities, or in employment.



**For referrals and
admission information:
952.826.8400**

residentialadmissions@prairie-care.com

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**For more information about this policy, contact:
PrairieCare Compliance Officer at
763.762.8800**