

North Star Intensive Outpatient Program



Family Handbook

This book belongs to: _____

Welcome to the North Star IOP program. This book will help to answer some questions you or your children may have about the program.

What is an intensive outpatient program?

North Star is a therapeutic program which provides intensive, time limited treatment for children. Treatment includes individual therapy, family therapy, psychiatric evaluation, medication management, all focused around a therapeutic milieu. North Star teaches kids ways to improve their behavior including coping skills, social skills, and anger management skills.

Who do we serve?

North Star is for children ages 5-12 who are struggling behaviorally or emotionally. This may include children being suspended from school, acting unsafe at home, displaying increased aggression or anger, at risk of hospitalization (or leaving a hospital/ higher level of care), and victims of abuse or trauma. North Star program may also be an alternative choice for those children who are currently in outpatient treatment, but unable to make improvement.

How long do children typically attend program?

Treatment typically lasts six to eight weeks. Initially children attend five days per week (Monday-Friday). If appropriate, as their behavior improves they attend less often. North Star hours are from 2:00-5:00pm. During school vacations and in the summer North Star hours are 10:00am-1:00pm.

Where is North Star located?

1075 Tolland Turnpike Manchester, CT.

From Boston- Traveling West:

Take Exit 60-62 from I-84
Turn right at exit onto Pleasant Valley.
At first light turn right onto Buckland.
Turn left at 5th light onto Tolland Turnpike.
Clinic on the left (across from BJ's)

From Hartford- Traveling East:

Take Exit 62 from I-84.
Turn right at exit onto Buckland St.
Turn left at 2nd light onto Tolland Turnpike.
Clinic on the left (across from BJ's)

Transportation

North Star does not provide transportation to or from program. A few select school districts transport children to the program. In all other cases parents are responsible for transporting their children to and from North Star each day (all parents/guardians are responsible for transporting children home from program).

Family Therapy

Individual family meetings are required as often as once a week. These meetings are necessary to establish and review an individualized treatment plan, develop an aftercare plan, and to provide parent guidance around the behavioral and emotional well being of your child. Emergency family sessions may be called to address immediate problems.

Psychiatric Evaluation & Medication Management

A meeting with our psychiatrist will be scheduled as part of the intake process. This meeting helps our doctor and staff better understand your child's medical and mental health history. Both the parent and the child are expected to be present at all psychiatric appointments. Due to limited psychiatric appointments, it is important to attend each appointment with the Psychiatrist, please make every effort to not cancel or reschedule. Unexcused or failed absences may result in not being offered an additional appointment or involuntary termination from the program.

Daily Communication

It is important for parents and North Star staff to communicate each day about the child's behavior. We ask that parents write in the communication book EVERYDAY. We would like to know any negative behaviors your child might have displayed (Example: hitting, swearing, stealing, refusing to wake up, and so on) as well as any positive behaviors (Example: got along with sibling, cleaned the dishes without being asked, was happy and playful all day)

Phone & Address Change

If at any time you move or change phone numbers please alert the program ASAP. In case of an emergency it is critical staff have the most up to date information.

Absence from the Program

Please call North Star if your child will be absent from program. Too many failed absences may result in an involuntary termination from the program. Please notify North Star by 10:30 a.m. (9:00 during vacation and summer hours) if your child will not be attending program. Remember if your child is too physically ill to attend school, they are too ill to attend our program. If your child has a communicable sickness we may ask for a medical note for your child to return to program. A confidential memo may also be sent to all families if there is a concern about the spread of disease.

Mandated Reporting

All members of the North Star Staff are mandatory reporters. If we see, hear or suspect your child is unsafe we are mandated, by law, to contact The Department of Children and Families.

Medical Conditions

Please alert North Star Staff of any existing medical conditions. Including but not limited to: Food allergies, asthma, seizures, etc. Certain medical conditions may require you to obtain physicians orders before your child can start program. It is our policy that North Star Staff not distribute any medications.

Friendships & relationships between North Star group members

A goal for many children at North Star is to learn how to make and maintain healthy relationships. However, while attending program we would prefer if children did not attend play dates or social engagements with other group members. These relationships can impact treatment and the therapeutic process. If at time of discharge, parents agree, North Star staff will help to facilitate children exchanging contact information. North Star also can not treat siblings or family members at the same time. We encourage parents to contact their clinician at North Star if there are concerns regarding this policy.

Snow & Program Cancellations

North Star often stays open, even in cases of inclement weather. If weather is poor we urge parents to call CCGC and verify if North Star is open/ closed. If program is cancelled we will attempt to contact you. We must have current and emergency phone numbers on file.

Half Days or Early Dismissal

If your child attends Vernon or Manchester public schools, and the school has early dismissal, children will be transported directly to North Star after school.

Drop off and Dismissal

When dropping off your child to North Star we ask that you pull into the parking lot; North Star staff will be waiting outside and will come to your car to receive the child.

When picking up your child from North Star we ask that you pull into the parking lot and wait for a North Star Staff member to bring your child to you.

If by any chance you arrive early or late, and a staff member is not waiting for you, please ask the receptionist for assistance. To protect everyone's confidentiality we ask that parents ALWAYS check in with the receptionist. Please do not walk directly upstairs to North Star.

Field trips

Occasionally we are able to bring the children on special trips, off grounds, as part of our behavioral system. Our staff have public service licenses and specialized training around traffic safety. If we go on a field trip parents will be alerted 24 hours in advance.

Dress

Dress is casual. It should be appropriate for the season and respectful. We often go outdoors, even in winter. Therefore a winter coat, hat, gloves, sturdy footwear are suggested.

Program Structure

- Check-in Group: When the children arrive, they meet with their peers and staff regarding how his/her night and morning have been. Positive and negative behavior is discussed. Children are given advice by peers and staff about how they could improve their behavior and they are praised when they demonstrate positive behavior. The communication log is reviewed at this time. It is important parents write in the log each day.
- Snack: Children are given 15 minutes to eat snack and socialize with their peers and staff. We ask parents to provide a snack for the child each day.
- Clinical group or activity: Clinical group is the opportunity for children to talk about their issues and to practice new coping skills. These activities are based off of the theme of the week. They are aimed at improving your child's social or emotional well being. Some themes include: self control, self esteem, social skills, coping skills, and feelings.
- Cooking: One day per week children attend a cooking group to help foster independence and creativity. This activity is closely monitored to ensure all children are safe.
- Levels and Goals: The children and staff come together at the end of the day to review their behavior at home, school and program. During this group each child reviews their goals and how they are progressing. Each child then receives a level according. This level is determined by their behavior at home, school and program.

Level System

The program utilizes a point system that corresponds with the following levels: sun, moon, planet, and meteor. In order for a child to earn a "sun" for the day, he or she must have perfect behavior at home, school, and program. This level is not easy to achieve, and we remind the children that no one is perfect. A moon, on the other hand, is what we like to see and we encourage the children to strive for a "moon." A child will receive a "moon" if he or she needed only a few reminders throughout the day; they may have, for instance, struggled to

follow directions at school, but had a good night at home and a good day at program. A level of "planet" is given if a child struggles in two out of the three areas, for example home and program.

The last level is "meteor." A "meteor" is given if a child has a difficult time behaving at home, school, and program. This level is given if there is evidence of little to no attempt made to remain safe, follow directions, use coping skills, etc. in all three of the assessed areas. We encourage parents to document their child's behaviors at home in the communication book we give them, and we utilize school input in order to give the child the most accurate level for their behavior.

The children are allowed to go shopping on Wednesdays and Fridays if they are at program five days a week and if they earn it. Based on the levels obtained throughout the week, the child's ability to go shopping may be effected. A child is **not** allowed to go shopping if they earn two planets or one meteor.

Behavioral Motivation System

North Star believes in using positive reinforcement to help motivate children to make positive choices. Throughout the day children not only earn points for the level system but they are also rewarded by earning tickets for displaying positive behaviors.

Taking Space

We strongly encourage children to "take space" when they are feeling upset or angry. We provide a quiet, comfortable place, for children to get away from the group for small periods of time. They are also provided staff support at this time, if they need an adult to process their feelings with. We encourage parents to allow children to do this at home as well.

North Star Point Sheet

Theme of the Week: _____

Name: _____

Date: _____

Before and After

Max of 5 pts per box

- 0= no attempt made/ unsuccessful
- 1= almost no success
- 2= great difficulty attempting
- 3= usually attempting
- 4= mostly succeeding
- 5= complete success

	Followed Directions	Using Coping Skills	Stayed Safe	Totals:
Home				_____/50
School and Community				

Program

Max of 2 pts per box

- 0= no attempt made
- 1= attempting with difficulty
- 2= complete success

	Following Directions			Comments:
Check In 2:00- 2:30				
2:30- 3:00				
Activities 3:00- 3:30				
3:30- 4:00				
Free Time 4:00- 4:30				
Levels + Goals 4:30- 5:00				

Totals: _____ + _____ + _____ + _____

Up to 4 Bonus Points* = _____/40

Levels

- 95-100 = Sun
- 75-94 = Moon
- 56- 74 = Planet
- 0-55 = Meteor

Total from home and school _____

Total from Program: _____

Overall Safety Score (0-10): _____

Grand Total: _____

*Bonus points can be awarded at the end of the day based on positive actions/ choices that are notable regardless of overall behavior.

**Community Child Guidance Clinic
North Star Intensive Outpatient Program**

1075 Tolland Turnpike
Manchester, CT 06042

Nonviolent Crisis Physical Intervention & Seclusion Policy

If there is a crisis and a child becomes a danger to themselves or others, and other attempts to de-escalation have been unsuccessful, we will use physical intervention in order to keep the child safe. Staff will utilize interventions (i.e. Physical intervention, time out or seclusion) as indicated by the CPI model and the North Star policies and procedures.

The following guidelines are **always** followed during a restraint or seclusion:

- A restraint or seclusion can only be performed by staff that have successfully completed CPI.
- Restraint or seclusion is never used as punishment; restraint and seclusion are only used when a child is a risk of hurting themselves or others.
- Several de-escalation procedures have been attempted prior to the decision to utilize physical intervention/ seclusion, (re-direction, suggestion of other choices available to the child, changing the intervening staff member, allowing a child to take space).
- The safety of all children and staff must be the determining factor in moving to a physical restraint/ seclusion. Should any intervention produce adverse side effects, it will be discontinued immediately.
- The utilization of standard procedures, as outlined by CPI training, and as demonstrated in the North Star physical restraint policies are the only ones acceptable.
- A minimum of two staff members must employ the standard CPI procedure (i.e., preserving the safety of the student and the staff, preventing injury from occurring to any party, talking in a calm, supportive voice, encouraging the resumption of self control).
- After any restraint or seclusion the child & staff will process the events leading up to the restraint. Staff will support the re-emergence of self control, and discuss ways in which the child could have utilized coping skills to avoid the situation/ future occurrences.
- A behavioral incident report (BIR) will be completed immediately following any restraint or seclusion. The detailed report will include a description of the behaviors leading up to the event, the staff involved in the restraint/ seclusion, and observations of the staff & witnesses during the restraint. The behavior intervention report should be reviewed by the Coordinator of Clinical Day Treatment to determine if changes in the intervention plan are warranted.
- Restraint and seclusions are monitored by Coordinator of Clinical Day Treatment. If any concerns arise around restraints or seclusions the North Star team will meet to discuss alternatives and improvements to the interventions.
- An administrative review of any physical restraint/ seclusion which does not follow these guidelines, results in injury to any party, or is questioned by an observer (or other interested party) will occur within one working day of the request for such a review
- If it is determined that a staff member has been inappropriate or abusive during restraint or seclusion it will be reported to the appropriate authorities as mandated under state child abuse statutes.
- Parents/ guardians will sign a notice of informed consent and be provided a copy of these policies & procedures.
- If physical intervention is not successful in deescalating a child, or a child needs to be assessed for a possible psychiatric hospitalization because of unsafe behaviors, the child will be transported by ambulance to Connecticut Children's Medical Center.

**COMMUNITY CHILD GUIDANCE CLINIC, INC.
1075 TOLLAND TURNPIKE
MANCHESTER, CT. 06042
PHONE: 860-432-9229
FAX: 860-432-8333**

We welcome you to Community Child Guidance Clinic:

We would like to inform you that different programs are run here each day, so we need to address some safety concerns. ***There are school buses, vans, cabs, etc. bringing children to different programs during the day. We ask that you please use caution when driving in and out of our parking lot. Drive slowly and please be on the lookout for children and school buses. Remember do not pass a bus when the flashers are on. Also, our children are at recess during the day, so please drive slowly through the parking lot and observe posted signs.***

It is important to remember, that as a child guidance clinic, we have children and their families arriving and departing from appointments all day long and in the evening, when we are open. Please do not speed in the parking lot and please do DRIVE WITH CAUTION.

PLEASE HELP US KEEP THIS AREA SAFE FOR ALL CHILDREN.

Thank You

COMMUNITY CHILD GUIDANCE CLINIC
317 NORTH MAIN STREET Phone: 860-643-2101
1075 TOLLAND TURNPIKE Phone: 860-432-9229
MANCHESTER, CT 06042

Rev.11.14

CLIENT BILL OF RIGHTS

This Bill of Rights is in compliance with the Connecticut General Statutes, Section 17a-550. The client and the provider have a responsibility to each other to assure that the best possible service is provided and appropriately used. If you have difficulty understanding these rights, please ask a staff member to assist you.

It is the philosophy of the Clinic to provide mental health services at the earliest possible time in a child's life, with the least possible delay, and in the most time-and cost-efficient manner. The Clinic follows an eclectic orientation, viewing the child as a product of his family and his immediate environment as well as stressing intra-psychic factors.

Each Client Family Has The Right:

Services:

1. To considerate and respectful services.
2. To service provided by qualified personnel.
3. To reasonable response, within CCGC guidelines, to his/her requests for service and reasonable continuity of care.
4. To culturally sensitive services without discrimination as to race, color, religion, age, marital status, gender, sexual orientation, national or ethnic origin, or source of payment.
5. To accurate assessment of his/her personal and social needs.
6. To participate in the development of his/her specialized treatment plan that is reviewed at intake and ninety day intervals
7. To be informed in writing with parent/guardians written consent of specific types of treatment being provided including diagnostic assessment, individual, family, and group therapy, psychological consultation, psychiatric evaluation and medication management.
8. To have reasonable notice of his/her impending discharge and to actively participate in discharge planning, to foster continuity of care.
9. To refuse or terminate services.

Confidentiality and Privacy:

1. To privacy and confidentiality of all client information and records, except as otherwise provided by law, or third party payment contracts. It should be noted that CCGC staff are mandated by law to report suspected cases of sexual abuse, neglect, emotional and physical abuse of minors.
2. To have such records maintained in locked files within the agency and not be left unattended or visible.
3. To have electronic records and communication to be protected by passwords and/or encryption.
4. To know that prior written consent by the client or designated representative is required for release of information to persons not otherwise authorized under the law to receive it.
5. To privacy to the extent consistent with providing services. This shall not rule out communication regarding the case between appropriate and authorized agency personnel.
6. To privacy as stated in the Notice of Privacy Practices of the Health Insurance Portability and Accountability Act.

Request and Receive Information:

1. To be made aware of CCGC's policies: such as the criteria for admission to services; discharge from services; regulations and hours of service; and financial policies.
2. To examine and receive an explanation of his/her bill for services, regardless of the payment source.
3. To receive a copy of the Client Bill of Rights at the time of the initial evaluation.
4. To the name and title of any employee in the CCGC providing or supervising his/her service including their education, professional credentials and experience. This information may be obtained by asking the treating clinician, or by contacting the supervisor at 860-643-2101/860-432-9229.

Voice Concern and Grievances:

1. To voice and suggest changes to agency staff.
2. To contact the Executive Director of the agency, if he/she feels there is a question about any violation of his/her rights or possible deficiencies in the service received, and to have appropriate follow-up on these deficiencies in the service received, and to have appropriate follow-up on his/her concern relative to services rendered.
3. To file a grievance by (a) requesting a Grievance Form from the Clinic receptionist; (b) completing the form, with descriptions of any concerns and requests; (c) submitting the form to the Clinic's Executive Director.
4. To receive prompt response (within 2 working days) to any submitted grievance in the form of a telephone call from or interview with the Executive Director.

Client and Parent/Guardian Expectations

Parent/Guardian Involvement in Treatment:

1. Parent/guardians and caregivers are required to be involved in application process to the outpatient clinic, unless otherwise clinically noted not to be necessary. Procedures outlined in the Act Concerning Outpatient Mental Health Treatment for Minors will be followed if a minor seeks services without the consent of their parent/guardian
2. Children usually attend IOP treatment daily for 3 hours. This may vary depending on a case by case basis, if clinically necessary.
3. Treatment will usually involve a combination of group milieu, individual and family sessions. Parents and families involvement in treatment is a necessary component of the process.

Arrival and Departure of Clients:

1. Parents/Guardians are NOT expected to accompany children to the Clinic for their IOP group appointments. For IOP group appointments children are typically dropped off and pick up each day. However, Parents/Guardians are expected to accompany children to the Clinic for other select appointments, including psychiatric appointments and family sessions. They should register with the receptionist and wait in the waiting room until the therapist comes to pick them up. If the child is seen individually the parent or guardian is expected to remain in the waiting room during the child's appointment.

Emergency Situations:

1. Emergency Medical Situations: if there is a medical emergency, involved staff will call 911. As needed, clients and their guardians will be referred to their physicians and/or to emergency rooms at area hospitals. Non-emergent medical matters, requiring basic first aid, will be managed by a North Star Staff member. Parents/ guardians will be notified of any medical situation that arises. A first-aid kit is available, and contains only basic items. The Office Support Specialist is responsible for maintaining the first-aid kit with proper items and checking the first-aid kit monthly for expired items. Gloves, bodily fluid clean up kits, and other protective barriers are available for staff, clients, and guardians use in order to prevent transmission of infectious diseases via fluids/blood/excrement.
2. Emergency Mental Health Situations: if there is a mental health emergency, involved staff will consult with a supervisor or senior clinical staff, unless a call to 911 is required to insure safety to self or others. At intake parents/ guardians are ask to identify their hospital of choice in a medical or mental health emergency. For mental health emergencies children will be transported to CCMC, unless otherwise directed by a parent or guardian.
3. If there is an emergency after clinic hours parents/guardians should access support through calling 911 for life threatening emergencies or calling 211 for emergency mobile response. Families can also access telephone support through our answering service. Clients, parents and guardians can call 860-643-2101. Efforts are made to refer the call to family's therapist; if the therapist is not available, the call will be taken by another member of the Clinic staff to provide support and guidance.
4. Chapter 301, Section 17a-01 of the CT General Statutes requires Clinic staff to report the suspicion of physical or sexual abuse to the Child Abuse Hotline of the Department of Children and Families. The regional DCF office in which the abuse was disclosed is charged with the responsibility of investigating the complaint to determine whether or not abuse has occurred and whether steps should be taken to protect the child in question.

Weather and Client Illness:

1. The Clinic usually does not close during bad weather. However, when weather makes driving hazardous, it is advisable for clients to call the Clinic to make sure it is open and that therapists are available. Whenever possible the Clinic will contact clients ahead of time to cancel appointments due to weather problems. In case of a power outage or other emergencies, our answering service will provide the client with that information.
2. Clients and families should not come to the Clinic ill. If you or child are ill, have been exposed to an infectious or communicable disease appointments should be cancelled until there is no potential of infection to others.

Hours of Operation/ Fees:

1. The Clinic is Open Mondays and Wednesdays 9:00 AM to 6:00 PM, Tuesdays and Thursdays for 9:00 AM to 8:00 PM, Fridays from 9:00 AM to 5:00 PM and two Saturdays a month from 9:00 AM to 12:00 Noon for groups.
2. Fees are payable upon check-in. Fees may be modified according to family's special circumstances. The Clinic accepts State medical cards and private insurance. Families are encouraged to discuss with their therapists any problems they may have with the established fee.