

Children's Unit (Hacienda)



Patient Handbook

05/11/09

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Welcome to Meridell's Children's Program, _____!

We know it is probably scary to be here away from your family and friends, but we are happy that you were able to come here to get treatment and feel better.



YOUR UNIT:

You have both boys and girls on your unit. Some may be as young as 5 and some as old as 12. You will be assigned to a

dayroom and will be a lion  or a  bear. You will go to school, treatment groups, goals groups and recreation groups. We have a playground and a pool (open in the summer), so you'll work hard, but you will have fun, too!

YOUR RIGHTS:

While you are here at Meridell, you have the following rights:

- ✓ To not be discriminated against
- ✓ To be treated with respect
- ✓ To have special treatment made just for you
- ✓ To see your family
- ✓ To visit in private if it is safe
- ✓ To get and send mail without anyone else reading it
- ✓ To talk on the phone without anyone listening
- ✓ To wear your own clothes as long as they don't make anyone else feel bad
- ✓ To practice your religion
- ✓ To eat a well-balanced diet
- ✓ To make a complaint

If there are any limits to your rights, your staff members must explain those reasons to you and your doctor has to review the reasons every three days.

YOUR RESPONSIBILITIES:

- ✓ Tell staff everything that will help them with your treatment
- ✓ Follow the treatment program
- ✓ Respect the expectations of Meridell and your unit
- ✓ Respect other patients and their things
- ✓ Respect Meridell's property
- ✓ Obey the law and not hurt anyone else
- ✓ Don't interfere with the care of other patients
- ✓ Don't share information about other patients unless they have told you they are going to hurt themselves or someone else.

YOUR STAFF:



✓ Your Doctor: _____

✓ Your Therapist: _____

✓ Your Staff During the Day: _____

✓ Your Staff In the Evening: _____

✓ Your Staff at Night: _____

YOUR TREATMENT TEAM:

A team of staff members will get together every week and go over your treatment, the progress you have made and what you might still need to feel better. These people are on your treatment team:

- ✓ Your Doctor
- ✓ Your Therapist
- ✓ Your Nurses
- ✓ Your Youth Care Counselors
- ✓ Your Teacher

It is very important that you know about your treatment. If you don't understand, ask! If you don't agree with your treatment, tell us!



YOUR SCHOOL:

You will go to school 5 hours a day while you are here at Meridell. Your teacher _____ and her teacher's aide _____ will teach you about reading, math, science and social studies. Don't worry – you get P.E., too!

YOUR RELIGION:

You have the right to practice your religion while you are at Meridell. Please let your staff know if you have any special needs.



CONFIDENTIALITY:

It is very important that you do not talk about the other patients to anyone who does not work at Meridell. If another patient tells you that they want to hurt themselves or somebody else, please tell a staff member right away!

LOCKED DOORS:

The doors to your unit are locked to help keep you safe. We want to make sure that no one comes to your unit that is not supposed to and that no one who is being unsafe can leave without someone with them.

YOUR PERSONAL BELONGINGS:

We want you to be as comfortable as possible, so you can bring your favorite pillow and blanket and stuffed animal to sleep with so it feels a little bit more like home. We don't want you to bring anything that's worth a lot of money or that is very, very important to you. If you get gifts while you are at Meridell, please send them home with your family. Those things can be kept safe and waiting for you at home. Please don't bring any personal toys . . . you can buy stuff at the point store!



PHONE CALLS:

You have 2 phone days: _____ and _____. On these days, you can call 2 people or have 2 people call you. Or you can talk to the same person 2 times! You can stay on the phone for about 10 minutes. You will have more time to call your family on Saturday and Sunday.

MAIL:

You can send and get mail while you are at Meridell. Your mail is your private property and staff will not read it without your permission.

Your family and friends can send mail to you here:

_____ (your name)

Liberty Hall Children's Unit
Meridell Achievement Center
P.O. Box 87
Liberty Hill, TX 78642

They can call you, too:
(512) 528-2411



VISITORS:

Your family and people your family approves of can visit you during the week and over the weekend. Your therapist will work with your family on the best times for them to come see you.

PASSES:

When you begin to feel better, you can have time off the unit with your family. At first, these passes will be at Meridell, but later you may get to leave Meridell for a few hours or even overnight.



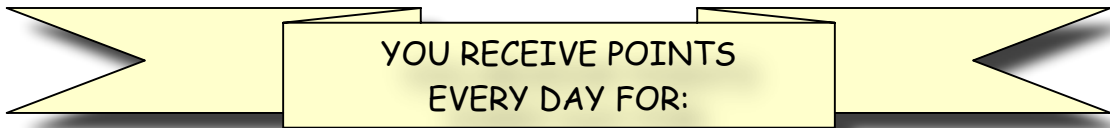
MEALS:

You will get 3 meals a day plus snacks at Meridell. The café has yummy meals that have all your food groups. If you eat a meat or protein (like peanut butter or a hard boiled egg) and a fruit or vegetable, you can have dessert! Please don't bring back food from passes – we have everything you need here.

LAUNDRY:

You have two days: _____ and _____ to have your laundry done. You will need to put all your dirty clothes in your hamper and give it to staff on these nights.



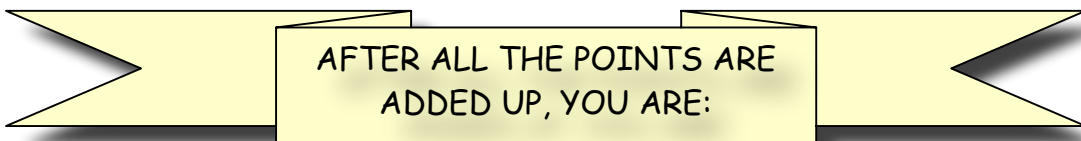


FOLLOWING DIRECTIONS

- KEEPING THE TREATMENT GOAL YOU MAKE FOR YOURSELF EVERY DAY
- PARTICIPATING IN SCHOOL, GROUPS & ACTIVITIES
- BEING SAFE, KIND AND POLITE TO STAFF & PEERS
- MAINTAINING APPROPRIATE BOUNDARIES WITH STAFF & PEERS



- **6:00 AM - 12:00 NOON**
THIS INCLUDES MORNING HYGIENE, SCHOOL, LUNCH & QUIET TIME
- **12:00 NOON - 6:00 PM**
THIS INCLUDES GROUP, SCHOOL, DINNER, EVENING HYGIENE & QUIET TIME
- **6:00 PM - 9:00 PM**
THIS INCLUDES REWARDS TIME AND BEDTIME



GREEN

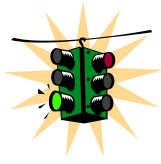
OR

YELLOW

OR

RED

REWARDS:



✓ Green Level

At the end of the week, if you have 16 or more “greens”, you get to have an ice cream sundae.



✓ Point Store

The points you earn every day by having “target” behavior can be used to buy small toys or games in the point store every Friday.



✓ Hands-Free Ceremony

Every Thursday, we have a Hands-Free Ceremony where you will have the opportunity get a certificate showing how many weeks you have been able to control your anger or frustration without having physical aggression toward another person. Over time, if you remain “hands-free”, you can earn things like a t-shirt, extra playscape time, pizza parties and special breakfasts.

✓ Special Awards

Every Thursday during the Hands-Free Ceremony, Special Awards are also given for things like doing a great job in school, ignoring negative behavior and being a positive role model.



✓ Shining Star

After you remain “hands-free” for 6 weeks, you can apply to be a shining star. Shining stars get to walk ahead of the group, pet the cats and wear a special badge. Shining Stars are the role models for the unit!

CONSEQUENCES:

If you are aggressive, not following directions or cursing peers or staff, you will not be able to leave the unit to go to the café, playscape or next activity until you are able to turn your behavior around.

SPECIAL TREATMENT PROCEDURES:

If you are very aggressive and behaving in a way that would hurt you, another patient or a staff member, you may have a special treatment procedure. This is when staff members have to hold you or take you to a quiet room until you are calm and not wanting to hurt anyone. Special treatment procedures only happen when you or someone else is not safe. We want the unit to be a safe place for everyone. We will help you learn the tools to keep you safe and calm.

IF YOU WANT TO COMPLAIN:

If you are not happy with something or someone at Meridell or feel your rights have been violated, you can call:

- ✓ Jim Perryman, Patient Advocate #2415
- ✓ Consumer Services & Rights Protection 800-315-2668
- ✓ Advocacy Incorporated 800-315-3876
- ✓ Joint Commission 800-994-6610

Of course you should always talk to your parents or a friend about the things you do like or don't like at Meridell.

<p>YOUR NOTES: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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PATIENTS' RIGHTS AND RESPONSIBILITIES

AS A PATIENT AT MERIDELL ACHIEVEMENT CENTER, **YOU** HAVE A RIGHT:

- To be cared for and treated in the Program that is best suited to your treatment needs.
- To be treated in a manner that respects you and your values and your beliefs.
- To have your physical, emotional, developmental, educational, social and religious needs met.
- To be free from abuse, neglect and any other unusual punishment.
- To receive consequences that are described in your Program Handbook if you do not meet the Program expectations.
- To receive an explanation if you receive any consequences.
- To be in an environment that keeps you safe and respects your need for personal privacy.
- To receive educational services that are appropriate to your age and your education level.
- To have staff assist you and provide training in personal care and hygiene.
- To have and wear personal clothing like peers in your community.
- To have personal possessions that meet the guidelines in your Program Handbook.
- To be provided with clothes that will protect you in any kind of weather.
- To maintain regular contact with your family, unless your Treatment Team or the court decides it is not in your best interest.
- To send and receive personal mail, to have telephone conversations and to have visitors, unless your Treatment Team or the court decides it is not in your best interest.
- To have mental health or medical professionals that are not on Meridell's staff be involved in your treatment at the expense of you and your family.
- To have your family refuse treatment on your behalf and the right to an explanation of the consequences of that decision.
- To contact an attorney or your legal representative.
- To have Meridell use its best efforts to meet your specific communication needs.
- To receive confidential care and treatment.
- To give Meridell your written approval if we ask to use your photograph or we ask you to be a part of our public relations activities.

AS A PATIENT AT MERIDELL ACHIEVEMENT CENTER, YOU HAVE A RIGHT:

- To never be required to make any public statement about Meridell or your treatment at Meridell.
- To receive only the medications your physician determines you need for treatment.
- To have a personal Treatment Plan that describes the treatment you will receive to help you meet your personal treatment objectives while at Meridell, and the plan for what your continued treatment will be after you are discharged.
- To be involved in developing and reviewing your Treatment Plan.
- To receive care for any physical problems you have that affect your treatment at Meridell or your personal safety.
- To be informed about how to report suspected abuse or neglect or a violation of these rights. You have a right to make your report without fear of any consequences.

AS A PATIENT AT MERIDELL, YOU HAVE THE RESPONSIBILITY TO:

- To provide accurate and complete health information and to understand your plan of care.
- To follow the agreed-upon plan of care.
- To accept responsibility for the outcomes of refusing treatment or for not following the agreed-upon plan of care.
- To fulfill your financial obligations.
- To follow Meridell's expectations about patient care and conduct.
- To be considerate and respectful of the rights and property of other patients and Meridell and its staff.

PATIENT RIGHTS

- (1) The right to appropriate care and treatment in the least restrictive setting available that can meet the child's needs;
- (2) The right to be free from discrimination on the basis of gender, race, religion, national origin, or sexual orientation;
- (3) The right to have physical, emotional, developmental, educational, social, and religious needs met;
- (4) The right to be free of abuse, neglect, and exploitation as defined in Texas Family Code, §261.401;
- (5) The right to be free from any harsh, cruel, unusual, unnecessary, demeaning, or humiliating punishment, which includes:
 - (A) Shaking the child;
 - (B) Subjecting the child to corporal punishment;
 - (C) Threatening the child with corporal punishment;
 - (D) Any unproductive work that serves no purpose except to demean the child, such as moving rocks from one pile to another or digging a hole and then filling it in;
 - (E) Denying the child food, sleep, toileting facilities, mail, or family visits as punishment;
 - (F) Subjecting the child to remarks that belittle or ridicule the child or the child's family; and
 - (G) Threatening the child with the loss of placement or shelter as punishment;
- (6) The right to discipline that is appropriate to the child's age and developmental level;
- (7) The right to have restrictions or disciplinary consequences explained when the measures are imposed;
- (8) The right to a humane environment, including any treatment environment that provides reasonable protection from harm and appropriate privacy for personal needs;
- (9) The right to receive educational services appropriate to the child's age and developmental level;
- (10) The right to training in personal care, hygiene, and grooming;
- (11) The right to reasonable opportunities to participate in community functions, including recreational and social activities such as Little League teams, Girl Scouts and Boy Scouts, and extracurricular school activities outside of the operation, if appropriate;
- (12) The right to have adequate personal clothing, which must be suitable to the child's age and size and comparable to the clothing of other children in the community;
- (13) The right to have personal possessions at the child's placement and to acquire additional possessions within reasonable limits;
- (14) The right to be provided with adequate protective clothing against natural elements such as rain, snow, wind, cold, sun, and insects;
- (15) The right to maintain regular contact with family members unless the child's best interest, appropriate professionals, or court necessitates restrictions;
- (16) The right to send and receive uncensored mail, to have telephone conversations, and to have visitors, unless the child's best interest, appropriate professionals, or court order necessitates restrictions;

- (17) The right to hire independent mental health-care professionals, medical professionals, and attorneys at the child's own expense;
- (18) The right to be compensated for any work done for the operation as part of the child's service plan or vocational training, with the exception of assigned routine duties that relate to the child's living environment, such as cleaning his room or other chores, or work assigned as a disciplinary measure;
- (19) The right to have personal earnings, allowances, possessions, and gifts as the child's personal property;
- (20) The right to be able to communicate in a language or any other means that is understandable to the child at admission or within a reasonable time after an emergency admission of a child, if applicable, such as having a plan for an interpreter, having at least one person at the operation at all times who can communicate with the child in the child's own language, or other means to communicate with the child in the child's own language;
- (21) The right to confidential care and treatment;
- (22) The right to consent in writing before performing any publicity or fund raising activity for the operation, including the use of his photograph;
- (23) The right not to be required to make public statements acknowledging his gratitude to the operation;
- (24) The right not to receive unnecessary or excessive medication;
- (25) The right to have a comprehensive service plan that addresses the child's needs, including transitional and discharge planning;
- (26) The right to participate in the development and review of the child's service plan within the limits of the child's comprehension and ability to manage the information;
- (27) The right to receive emotional, mental health, or chemical dependency treatment separate from adults (other than young adults) who are receiving services;
- (28) The right to receive appropriate treatment for physical problems that affect the child's treatment or safety; and
- (29) The right to report abuse, neglect, exploitation, or violation of personal rights without fear of punishment, interference, coercion, or retaliation.

Meridell is determined to protect your rights. The only reason these rights can be limited is if your doctor thinks you may hurt yourself or someone else, or if the doctor thinks the limitation is necessary for your treatment. Any time your rights are restricted your doctor will tell you why and for how long. The doctor has to reconsider this restriction on a regular basis so that you can have all your rights back as soon as possible.

If you think your rights aren't being protected, or you just want to talk to someone about your treatment, there are several places you can call:

Consumer Services and Rights Protection
Texas Department of Mental Health and Mental Retardation
P.O. Box 12668
Center
Austin, TX 78711-2668
800-315-3876

Jim Perryman
Patient Advocate
Meridell Achievement

P.O. Box 87
Liberty Hill, TX 78642
800-366-8656

Advocacy Incorporated
7800 Shoal Creek Blvd. Suite 171
Austin, TX 78757
800-315-3876

Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610

Texas Department of Family & Protective Services 01/2007

RECEIPT OF HANDBOOK

I have received a copy of the _____ Handbook. I understand that I am responsible for all information covered in this handbook.

Patient

Date