



TEEN PHP CLIENT HANDBOOK



Credit: Elizabeth Rhoads

4014 Monroe Road, Suite 270, Charlotte, NC 28205

980.859.2106 | hopeway.org



Welcome

On behalf of the entire HopeWay staff, we welcome you to the campus. Our goal is to provide you with the highest quality of care in a safe, nurturing, and comfortable setting. Each member of our team is committed to providing you with excellent care, involving you in your treatment, and working together respectfully and compassionately to best meet your healthcare needs.

The purpose of this handbook is to help you understand what to expect during your time at HopeWay. This handbook will also provide you with information about the campus itself, the types of groups and activities provided, and what to expect from your discharge plan. While the care you receive in our programs will help move you towards recovery, to maintain the progress you have made it is *very important* to attend all follow-up appointments with the professionals who will be providing your care post-discharge.

Hours of Operation

The Teen Partial Hospitalization Program runs Monday through Friday 8:30 AM – 3:30 PM.

Drop Off/Pick Up: Clients can be dropped off between 8:00 – 8:30 AM. Programming begins promptly at 8:30 AM and ends at 3:30 PM. Clients need to be signed in and out of treatment by their caregiver in the lobby.

Lunch: 11:30 AM – 12:30 PM. Lunch is not provided for clients; however, we do have a refrigerator and microwaves for clients to store and prepare their lunch. We recommend bringing a refillable water bottle.

Snack: 2:15 PM – 2:30 PM. Snack is provided daily, however please bring your own if you have dietary restrictions.

Late Pick Up: If the caregiver is more than 30 minutes late to pick up the client, the financially responsible party will incur a \$50.00 fee. If they are over 60 minutes late, they will incur a charge of \$100.00. Clients are expected to arrive and leave on time. If clients are repeatedly unable to attend during scheduled program hours, or leave late, they will be discharged from the program.

Closure: We are closed four days a year, Memorial Day, Labor Day, Thanksgiving Day, and Christmas Day.

Inclement Weather: We follow CMS for the first day of a cancellation due to inclement weather. On the second day, please call the front desk to inquire regarding cancellation. CMS cancellations can be found on their website or on local news stations.



Cancellation and Attendance Policy

Planned Absences: Clients must email attendance@hopeway.org to notify HopeWay of their absence at least 24 hours in advance of the planned absence.

Unplanned Absences: Clients must email attendance@hopeway.org to notify HopeWay of their absence by 8am on the date of service.

If notification is not received, the client/financially responsible party will be charged the private pay rate for that missed day. **This includes holidays except for Memorial Day, Labor Day, Thanksgiving Day, and Christmas Day.**

HopeWay is unable to bill insurance companies if a client fails to attend at least 5 or more hours per day for the Partial Hospitalization Program, and therefore the financially responsible party will incur a private pay rate.

As consistent attendance is very important to allow you to achieve maximum benefit from treatment, if the client is absent three or more consecutive days the treatment team will review, and *the client may be discharged from service*. We will notify the caregiver should this decision be made. If the client would like to return to HopeWay in the future, please contact the Admission's Department.

Leaving Campus Without Permission

This is a voluntary and unlocked facility.

In the event that your loved one leaves campus during programming hours without permission, staff will make their best, reasonable, and safe effort to maintain client safety and will call caregivers. If necessary, staff will also contact 911.

When a client returns to campus, they will be searched for contraband abiding to our search and seizure policies.

Use of Metal Detector Wand

HopeWay uses a handheld metal detector as another method of helping to maintain a safe environment for clients, guests, and staff. Clients enrolled in the Partial Hospitalization Program may be required to comply with a request by staff to scan their person and/or belongings should there be sufficient cause to indicate such a procedure is necessary. All searches will be conducted in a manner designed to respect the individual's right to privacy and dignity.

If a client refuses to be scanned, their caregiver will be contacted, and they will be required to vacate the property and may be administratively discharged from HopeWay.

If a prohibited item is found, the client must remove it from the building/property. If the client refuses, they must vacate the property and will be administratively discharged. Failure to vacate the property will result in a call to 911.



Client/Guest refuses to be scanned:

- Guest: Cannot enter or must leave the property. May be unable to visit pending decision by attending physician, treatment team, and/or leadership team.
- Client: Client’s attending physician or on-call provider will determine if client needs to be administratively discharged or devise another plan to maintain the safety of the client and staff.

Prohibited Items are found:

- Guest: Prohibited items must be removed from the building/property. If guest refuses to remove the item, staff will call 911.
- Client: Staff will confiscate prohibited item(s) per search and seizure policy. Client’s attending physician or on-call provider will determine if client needs to be administratively discharged.

Contraband & Searches

Contraband items include but are not limited to vapes, tobacco products, lighters or matches, weapons of any kind, illicit drugs or narcotics, other sharps such as needles, straight or safety pins, scissors, razors, metal nail files, letter openers, plastic bags and steel toed boots or high heeled shoes. These items are not allowed, and any exceptions related to contraband items must be approved by the Chief Operations Officer or his/her designee.

Personal searches to identify contraband, health hazards, and/or safety concerns may be conducted of your clothing and personal possessions based upon reasonable cause.

Use of Cell Phones, Smart Watches, Tablets, and Other Similar Devices

To assist in helping you maintain your focus on your treatment, minimize opportunities for distractions, and decrease anxiety and stress that can come from being constantly “plugged in”, cell phones, smart watches, tablets, and other similar devices should ideally be left at home.

If you bring your device to HopeWay, you will be required to hand it in at the front desk to be locked up for the day.

We recognize that you need your laptop to complete your schoolwork, and therefore need to bring that device daily.

Repeated use of electronic devices during group is a violation of program rules and may result in an administrative discharge.

HopeWay is not responsible for lost, stolen, or damaged personal belongings.



Personal Property and Valuables

We ask that you keep any valuables at home. If you bring your keys to HopeWay, you will be required to hand them in at the front desk to be locked up for the day.

HopeWay is not responsible for lost, stolen, or damaged personal belongings.

Groups

A large number of group therapy and educational meetings will occur throughout your treatment.

Groups are led by our licensed therapists, licensed teachers, and other wellness professionals. Your program schedule contains all of the planned groups and activities each day.

As recovery requires active and consistent personal involvement in treatment, you are strongly encouraged to participate in all groups and activities. Inconsistent attendance/participation in groups may lead to an administrative discharge.

The clinical model used at HopeWay was created to provide both traditional psychotherapeutic treatment interventions such as Cognitive Behavioral Therapy, as well as a full range of integrative therapies including music therapy, art therapy, recreational therapy, yoga, and mindfulness. All psychotherapeutic models have a strong evidence base that supports their effectiveness for a wide variety of psychiatric illnesses.

Holistic Care



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HopeWay incorporates the following types of therapy and holistic elements of recovery:

Art Therapy

Art therapy integrates psychotherapeutic techniques through a creative process which involves the use of (but not limited to) drawing, painting, sculpture, collage, and coloring. It is founded upon the belief that expression through artistic means has therapeutic value.

Recreational Therapy

Recreational Therapy (RT), also called therapeutic recreation, is a holistic approach to healthcare that utilizes purposeful and evidence-informed recreational activities to enhance the health and well-being of individuals. RT provides opportunities for people to grow, learn, and connect



through group recreation, processing discussions, and leisure education. RT is more than just fun & games. Researchers believe the combination of physical movement, creativity, social interaction, and mental engagement helps to deliver a wide range of health benefits in the following categories: physical, emotional, cognitive, social, behavioral, and spiritual. Studies have shown that those with a meaningful and healthy leisure lifestyle have a greater sense of well-being, which positively affects all other dimensions of their health. Meaningful leisure can help people rediscover a path to joy, purpose, and connection.

Music Therapy

Music therapy is the practice of utilizing the relationship with the client, the Board-Certified music therapist, and the music itself to engage in healing and change. Everyone uses music in their own way on their healing journey. In music therapy groups, clients learn how to utilize music as a coping skill and a tool for self-expression. Using a strengths-based approach to support clients in connecting to their authentic selves as well as their group members, in a music therapy session, individuals learn to develop skills to enhance coping, strengthen relationships, and engage in nonverbal self-expression. Music therapy groups can include a wide array of experiences including songwriting, musical improvisation, playlist building, music sharing, lyric discussion, and music assisted relaxation. These groups aim to be a sensory-friendly space, honoring a wide range of needs. The music used in session is based on client preference, and every session is different. HopeWay has a variety of accessible instruments that are utilized throughout sessions, and clients can bring their own instruments as well. Music therapy honors that every client comes from their own unique musical background with different experience levels or preferences and clients do not need to have any prior music experience to participate.

Yoga

Yoga brings harmony between the mind and body. By linking movements with breath and bringing awareness to the body, yoga practice can help individuals feel grounded in the present. Clients will have the opportunity to participate in vinyasa, gentle, yin, and restorative practices to cultivate mindfulness and body awareness. Yoga can reduce anxiety and stress, increase focus and attention, and can boost mood.

School

To stay on par with academics, you will receive two hours of instructional time each day. All work is assigned by your school or district and HopeWay will not assign additional required work. Our team of Educational Specialists will support with assignments, collaborate with your teacher, and make recommendations as needed to your schools' student services team (guidance counselors, psychologists, etc.). You are expected to communicate any academic needs to our education team so that we may assist. Progress will be tracked and communicated with caregivers and schools as necessary. We will also work with you, your caregiver(s), and school to create a transition plan for returning to school after treatment with the support for future success and achievement.



Treatment Planning

You will work with a large, multidisciplinary treatment team responsible for providing you with the highest quality of care. Clients in Partial Hospitalization Programs (PHPs) are served by a psychiatrist, a primary therapist, integrative therapists, and behavioral health technicians. The clinical team is also supported by HopeWay's executive leadership team. We are all committed to providing you with the best care. Your treatment team meets at least weekly to review progress, suggest possible treatment goals that will be reviewed with you for your input and consideration, identify discharge follow-up resources, and make other changes to your treatment plan to provide focused, restorative care.

We Need You! In a behavioral health program, your involvement and commitment to your treatment is extremely important. We ask that you actively and consistently participate with your team to create goals and an effective discharge plan that will allow you to successfully and positively return to your home, family, work, school, and community.

We strongly encourage you to involve your family and friends in your treatment as these relationships are frequently critical for supporting ongoing progress during and after treatment. We ask that you commit to participating actively in all group and individual activities. Doing all these things will allow you to get the MOST out of being at HopeWay. All services offered at HopeWay are offered to you on a voluntary basis, however, not actively involving yourself in the programming will result in a less successful outcome and is ultimately a poor use of your time and financial resources. As such, failure to participate in programming may also result in being administratively discharged from services.

Individual Therapy

You will get to know all the therapists well as they run the clinical groups. You will be assigned to one of them upon admission. Your therapist meets with you weekly and will speak with your caregiver(s) regarding the necessary information. Your therapist will schedule the necessary meetings with your support system and psychiatrist, starting in week one.

We ask that you communicate with all providers through your MyChart app. If you need help setting up the app, please ask for assistance.

Caregiver Therapy

Our Caregiver Skills group takes place on Tuesday morning from 8:30 AM – 9:30 AM. This group utilizes Emotionally Focused Family Therapy. There will also be space in this group to give and receive support from other families. It is strongly recommended that caregivers attend this group.

Families and friends are very important sources of “natural” support to most people. These are the people who know you the best, know what works best for you, know what doesn't work, and know how to best support your continued healing and recovery. We strongly encourage you to involve others, who are committed to your health, in your treatment.



We will also have meetings with your caregiver(s) and support system. During meetings with your “natural supports”, the following types of information may be discussed:

- Information about your diagnosis and treatment plan.
- Progress shown in treatment.
- Aftercare planning including types of follow-up healthcare services that will be most helpful for you after your treatment at HopeWay has concluded.
- Ways to strengthen or build healthy relationships with others.

Primary Medical Care

HopeWay is pleased to offer our clients access to our primary care services through our Wellness Clinic. We consider primary medical care to be an essential element of holistic client-centered healthcare. The attending psychiatrist, in consultation with family practice and internal medicine physicians and advanced practice providers (i.e., nurse practitioners or physician assistants), may provide comprehensive health exams, acute and chronic diagnosis(es) treatment and management, as well as providing screening and counseling to prevent illness.

Psychiatrist Appointment

We are thrilled to have two Child & Adolescent Board-Certified Psychiatrists on our team at HopeWay. One of these psychiatrists will be your doctor who you will meet with weekly and follow your care throughout your time in our program.

We ask that you communicate with all providers through your MyChart app. If you need help setting up the app, please ask for assistance.

Observation Levels

All clients are continuously monitored by staff, including BHTs, during programming hours. In the event of an acute situation, observation levels may be adjusted to closer or more frequent monitoring including 1:1 observation for safety.

In the event that a client is struggling to return to baseline, and requires continued 1:1 observation, they will require a transfer to a higher level of care.

Smoking and Smoking Cessation

HopeWay is a vape free, smoke-free, and smokeless tobacco-free campus. You may request a smoking cessation option from your doctor. Failure to comply with this policy will be considered a violation of the Program Rules.

Fire Plan

In the case of a fire or an alarm test, the staff will guide you to the proper, safe area.



Program Rules

Please note that this list is not exhaustive, and changes/additions may be necessary depending on changing needs and situations. The overriding rule is to follow and respect staff requests and directions.

Privacy and Confidentiality

- Respect total confidentiality. The identity of others in treatment and what they say and do in treatment is to remain completely confidential.
- Respecting confidentiality includes not taking any pictures, videos, or other images during your stay at HopeWay.
- Do not share any information regarding your peers or HopeWay staff on any social media outlet.
- Failure to protect confidentiality will result in an administrative discharge from services.

Maintaining a Safe and Therapeutic Environment

- Violence or physical aggression of any type will not be tolerated and may result in immediate discharge and referral.
- Weapons of all types, including firearms, are not permitted anywhere on HopeWay property, including vehicles.
- Romantic and/or sexual relationships between clients are prohibited. You are advised to speak with your primary therapist if such feelings surface.
- Use of alcohol, un-prescribed, or illicit substances on HopeWay property is prohibited and may result in immediate discharge and referral to a higher, more intensive level of care. All medications must be approved by your attending psychiatrist.
- Clients must comply with drug screening as requested.
- We hope you enjoy the furniture here. Please, respect it so the next person can enjoy it as well.
- Vaping, smoking, and the use of smokeless tobacco products are prohibited. You may request a smoking cessation option from your doctor.
- Please respect the personal property of other clients and staff.
- Clients are responsible for their behavior and are expected to communicate, cooperate, and show respect to other clients and staff.
- Failure to abide by the rules may result in suspension from the program. Repeated violations or violations involving breaches of privacy or safety risk may result in an administrative discharge.
- No verbal abuse of staff or other clients is allowed.

Dress Code

- Logos on clothing that are gang related, drug related, or otherwise not appropriate for a professional setting are not permitted.
- No crop tops, tank tops, halter-tops, backless, or low-cut clothing. No short-shorts or other tight clothing is permitted.
- Undergarments must be worn at all times.



Treatment Activities and Groups

- You will participate in developing an individualized treatment plan for your recovery. It is important that you follow your treatment plan.
- Respect for the group process: one person talks at a time, no crosstalk; mutual respect is the norm, no gossip in or out of group.
- Honesty with yourself and others will allow you to benefit most from treatment. Sneaky and manipulative behavior is counterproductive and will negatively impact your own, and possibly your peers' treatment. Repeated behavior of this type may result in an administrative discharge from services.
- Responses and feedback are to be based on compassion, concern, and your own experience. Please use "I" statements. No name calling.
- Interruptions and disruptions are to be infrequent. Please use the bathroom before groups or activities. Once you have entered group, you are asked not to leave unless you have an appointment with someone on your treatment team or you are directed by the group facilitator to do so.
- Electronic devices are not to be used during groups.
- Groups start and end on time, so please plan accordingly.
- All treatment assignments are to be completed in a timely manner.
- No medications of any kind are allowed unless approved and prescribed by your physician and with staff approval.
- Knowledge, awareness, and compliance with all rules is expected.
- No animals (except service animals and approved emotional support animals) are permitted at HopeWay.
- Violation of the rules described above may result in dismissal from the program.
- Illegal activity is subject to criminal prosecution.

Client Rights & Responsibilities

All clients served at HopeWay have rights designed to promote dignity, respect, and a safe, healing environment. You will be provided with a copy of the "*Client Rights and Responsibilities*" form within 24-hours of being admitted to the program. These rights will be reviewed with you by a member of the HopeWay staff and you will be asked to sign the document to acknowledge that it was provided to you and reviewed with you so that any questions can be answered. Below is a copy of the document.

CLIENT RIGHTS

You have the right:

1. To a humane treatment environment that affords reasonable protection from harm, exploitation, and coercion;
2. To be free from physical and verbal abuse;
3. To be free from the use of physical restraints and seclusion;
4. To be informed about the plan of treatment and to participate in the planning, as able;



5. To be promptly and fully informed of any changes in the plan of treatment;
6. To accept or refuse treatment, unless it is determined through established authorized legal process that the client is unable to care for him/herself or is dangerous to him/herself;
7. To be fully informed of the charges for treatment;
8. To confidentiality of client records;
9. To have and retain personal property which does not jeopardize the safety of the client or other clients or staff and have such property treated with respect;
10. To converse privately – have convenient and reasonable access to the telephone unless denial is necessary for treatment and the reasons are documented in the client’s treatment plan;
11. To be informed of the program’s complaint policy and procedures and the right to submit complaints without fear of discrimination or retaliation and to have them investigated by the program within a reasonable period of time;
12. To have access to their own client records and to obtain necessary copies when needed;
13. To receive a written notice of the address and telephone number of that state licensing authority (i.e. the department) which further explains the responsibilities of licensing the program and investigating client’s complaints which appear to violate licensing rules;
14. To obtain a copy of the program’s most recently completed accreditation report, upon written request;
15. To receive from your healthcare provider information necessary to give informed consent prior to the start of any procedure and/or treatment;
16. When medically significant alternatives for care or treatment exist or when you request information concerning medical alternatives, you have the right to such information; you also have the right to know the name of the person responsible for the procedures and/or treatment;
17. To be informed of anticipated and unanticipated outcomes of care;
18. To an individualized treatment plan and the right to participate in the development of the plan;
19. To meet with staff to review and update your treatment plan on a regular basis;
20. To every consideration of your privacy concerning your own medical care: case discussion, consultation, examination, and treatment are confidential and should be conducted discretely;
21. To expect that within its capacity, HopeWay will make reasonable responses to a request by you for services to include evaluation, service, and/or referral as indicated by the medical urgency of the condition;
22. To obtain information as to any relationship of HopeWay to other healthcare and educational institutions insofar as your care is concerned;
23. To be advised if HopeWay proposes to engage in clinical research affecting your care or treatment. You have the right to refuse to participate in such research projects;
24. To expect reasonable continuity of care; you have a right to expect that HopeWay will provide a mechanism whereby you are informed by your primary therapist or the medical team of your continuing healthcare requirements following discharge;



25. To know HopeWay rules and regulations that apply to your conduct as a recipient of services;
26. To expect no discrimination in regard to race, religion, sex, ethnic origin, age, handicap or sexual orientation;
27. To have your rights explained to you in simple terms, in a language that you can understand;
28. To have your reports of pain believed and receive information about pain management/relief measures;
29. To access health professionals who respond quickly to reports of pain and to effective pain management;
30. To contact the Governor's Advocacy Council and North Carolina Disability Rights.

CLIENT RESPONSIBILITIES

You have the responsibility:

1. To be honest about matters that relate to you as a person in recovery;
2. To provide, to the best of your knowledge, accurate and complete information about your medical, mental health, drug use, mental health treatment history, and service needs or expectations;
3. To attempt to understand your illness;
4. To ask questions when you do not understand what you have been told about your care or expectations of you;
5. To attempt to follow directives and advice offered by the staff;
6. To accept consequences if you do not follow your treatment plan or staff directives;
7. To know the staff who are caring for you;
8. To report changes in your condition to those responsible for your care and welfare;
9. To be considerate and respectful of the rights of both fellow clients and staff;
10. To honor the confidentiality and privacy of other persons in recovery;
11. To use the grievance procedure if you feel your rights are being violated;
12. To keep appointments and cooperate with the staff;
13. To avoid making unreasonable demands;
14. To comply with the policies and expectations of the program;
15. To be considerate of the organization's personnel and property, helping control noise and disturbances, following smoking policies and respecting other's property;
16. To take an active role in your treatment plan and program;
17. To relate incidents to staff that can be harmful to you and/or your peers in treatment;
18. To abstain from the use of alcohol and other mood altering chemicals and to take only prescribed medications as monitored by your attending healthcare provider;
19. To promptly meet any financial obligation agreed to with HopeWay;
20. To ask your attending healthcare provider what to expect regarding pain and pain management if needed;
21. To work with your attending healthcare provider to develop a pain management plan;



22. To help your attending healthcare provider assess your pain;
23. To comply with said pain management plan and self-report any non-compliance;
24. To sign an AMA (Against Medical Advice) form in the event you decide to leave treatment prematurely or against the advice of the treatment team;
25. To be responsible for any costs incurred on your behalf by HopeWay (medication, co-pays, etc.).

Updates to the Handbook

The handbook undergoes review and revision as necessary. If changes, amendments, or modifications occur, the updates will be verbally communicated to you by HopeWay staff.

If you have any questions, please ask the staff; we will be glad to explain.

Outside Food & Drinks

For safety and quality control purposes, all food must be stored in the snack pantry/kitchen area. You cannot utilize food ordering services.

Help Maintain a Safe and Healing Campus

Maintaining a safe, clean, and comfortable environment is critical to allow for maximum healing. **EVERYONE** shares in the responsibility for keeping the facility and grounds safe and clean, including the HopeWay staff, our clients, and all visitors. *Please, help us in keeping the campus safe, clean, and comfortable for everyone.*

Here are other ways that you can help us all maintain a safe, clean, and comfortable campus:

- Wash your hands after using the restroom and before each meal. Do not share knives, forks, and/or spoons with others.
- Do not eat from another client's plate.
- Do not share clothing, combs, brushes, or other personal hygiene items.

Aftercare Planning

To create the most effective aftercare plan as you transition out of all HopeWay programs, your treatment team will begin planning for your discharge needs at admission.

Partial Hospitalization Program aftercare plans may include stepping down to a less intensive level of care, such as Intensive Outpatient Programs (IOP), and/or referrals to an outpatient therapist for continued weekly therapy, and/or a psychiatrist for continued medical management. Your aftercare plan may also link you with a peer support service, connect you to local support groups, and/or provide you with other helpful resources.

You are involved in the discharge planning process throughout your treatment. Attending your aftercare appointments is very important to help you maintain the gains you made during your treatment at HopeWay.



Client Satisfaction Survey

Prior to your discharge from HopeWay you will receive a copy of our Client Satisfaction Survey. The information from this survey is used to improve the quality of care you and others receive. The information we receive from you is extremely important. Without your evaluation of the care you received, we are not able to best focus as effectively on continuing to do the things you view us as doing well and not able to focus as effectively on improving those things that you believe we can do better. We ask that you, please take the time to complete the Client Satisfaction Survey. We need and value your input!

How to Resolve a Complaint

Everyone at HopeWay is committed to providing you with the highest quality care in the most client-focused, respectful, and supportive manner possible. Our goal is for there never to be a problem that you need to bring to our attention that cannot be taken care of right away. However, if you have a concern/complaint you have the right to see that your issues are addressed quickly, ideally by the staff working with you when the issue arises. Please bring any concern to the attention of a staff member and every effort will be made to resolve your concern immediately or as soon as possible. If we are unable to resolve your concern immediately, we will provide an explanation as to why it is not possible to resolve and refer your concern to the appropriate administrative staff member to follow up with you.

Clients, caregivers, and guardians also have access to external complaint mediation resources. To report/file a (1) client safety event, (2) client concern, (3) family concern, (4) community concern, and/or (5) complaint/grievance, please, contact HopeWay, the North Carolina Division of Health Services Regulation, and/or the Joint Commission.



HopeWay

Phone: 980-859-2106

E-mail: feedback@hopewayfoundation.org

E-form: <https://forms.office.com/r/QRVXs0Yr2z>



QR Code:

Mail: Chief Compliance Officer HopeWay
1717 Sharon Road West
Charlotte, North Carolina 28210

North Carolina Division of Health Services Regulation

Phone: 800-624-3004

Fax: 919-715-7724

Mail: Complaint Intake Unit
2711 Mail Service Center
Raleigh, North Carolina 27699

The Joint Commission

Online: <https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>

E-mail: patientsafetyreport@jointcommission.org

Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181