



TEEN PHP & IOP CLIENT HANDBOOK



Credit: Elizabeth Rhoads

4014 Monroe Road, Suite 270, Charlotte, NC 28205 | 980.859.2106 | hopeway.org

Clinical Staff Contact List

Our main number is **980-859-2106**

Direct contact information for each staff member is listed below.

Clinical Director:

- Erin Dos Reis, MSW, LCSW
Phone Number: **980-443-4671**

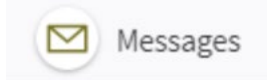
Primary Therapists:

- Laura Royster, LCSW-A
Phone Number: **980-859-2016**
- Kathryn Van Horn, LCMHC-A, NCC,
M.A., M.A.
Phone Number: **980-987-3788**
- Catherine Crigler, MSW, LCSW-A
Phone Number: **980-279-4972**
- Blake Ravin, MS, LCMHC-S
Phone Number: **980-326-5778**
- Mollie Sandler, MSW, LCSW
Phone Number: **980-859-2153**

Education Specialists:

- Maggie Dye, MAT, BA
Phone Number: **980-316-4319**
- Holly Bandel M.Ed., BBA
Phone Number: **980-859-2106 x8021**

All nurses and doctors should be contacted via Messages in the MyChart app.



Staff do not check messages in the evenings or on weekends.
Please allow 48 business hours for a reply.

*If you or a loved one are in a life-threatening
emergency, call 911.*

Outpatient Mental Health Emergency Contact List

Contact	Number
All Potential Life-Threatening Emergencies	911
Suicide and Crisis Hotline	988
Local Police Station	311 and ask for the CMPD Non- Emergency Police Services
Local Fire Department	704-336-2131
NC Poison Control	800-222-1222
Rape Crisis Services	800-656-4673 or chat online at online.rainn.org
National Eating Disorder Crisis Department of Public Health	Text NEDA to the Crisis line “741741” 704-336-6500

Medical/Psychiatric

Contact	Number
Atrium Health Behavioral Health Charlotte, a facility of Carolinas Medical Center 501 Billingsley Road Charlotte, NC 28211	704-444-2400
Novant Behavioral Health Child and Adolescent Inpatient Unit 200 Hawthorne Lane, 7th Floor Charlotte, NC	704-384-5167



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. Of note, Teen PHP alters their hours during the summer to 8:30 AM – 2:30 PM. This starts the Monday after CMS closes and ends the Friday before CMS begins their school year.

The Teen Intensive Outpatient Program runs Monday, Wednesday, Thursday 4:00 PM – 7:00 PM.

Drop Off/Pick Up:

PHP: 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, unless they are an approved self-driver.

IOP: Clients can be dropped between 3:45 – 4:00 PM. Programming begins promptly at 4:00 PM and ends at 7:00 PM. Clients need to be signed in and out of treatment by their caregiver in the lobby, unless they are an approved self-driver.

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: Snack is provided daily in the afternoon. Please bring your own if you have dietary restrictions. Snacks are not provided in IOP; however, our IOP clients are also invited to bring their own snacks.



Late Pick Up: If the caregiver is more than 30 minutes late to pick up the client, they 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 six days a year: Memorial Day, Labor Day, Thanksgiving Day, the day after Thanksgiving (commonly known as Black Friday), Christmas Eve, and Christmas Day.

Inclement Weather Policy: In the event of adverse weather conditions (e.g., snow, ice) that significantly disrupt normal travel in Mecklenburg County, programming may be delayed or cancelled. Please check our social media or contact the front desk, 980-859-2106, to confirm any cancellations.

Cancellation and Attendance Policy

Attendance Policy

Planned Absences: Clients must email attendance@hopeway.org to notify HopeWay of their absence, late arrival, or early departure by 8:00 am for PHP and 3:00 pm for IOP. Clients are required to attend 5 hours of programming for Partial Hospitalization and 2 hours for Intensive Outpatient, to utilize their insurance benefit. Failure to attend 5 hours for PHP and 2 hours for IOP programming will result in a private pay charge for Teen Services: PHP \$650, IOP \$387.50.

For the Partial Hospitalization Program, Healthcare maintenance appointments can count towards programming, allowing clients to still attend treatment, if they attend 3 hours of programming. Failure to attend 3 hours of programming will result in a private pay charge for Teen Services: PHP \$650. Note, you must arrive at the campus by 12:00 pm for morning appointments and cannot leave prior to 1:00 pm for afternoon appointments.

Insurance Utilization Requirements

To utilize insurance benefits for Partial Hospitalization services, clients must participate in a minimum of five (5) hours of programming per day.

Healthcare Maintenance Accommodations:

- Clients with scheduled healthcare maintenance appointments may maintain insurance utilization by completing a minimum of three (3) hours of programming on the appointment day
- For morning appointments, clients must arrive on campus no later than 12:00 PM



- For afternoon appointments, clients must not depart before 1:00 PM
- Failure to meet the minimum three (3) hour programming requirement will result in the following private pay charges: Teen Services: PHP \$650.

To utilize insurance benefits for Intensive Outpatient services, clients must participate in a minimum of two (2) hours of programming per day. Failure to meet the minimum two (2) hour programming requirement will result in the following private pay charges: Teen Services: IOP \$387.50.

Unplanned Absences: Clients must email attendance@hopeway.org to notify HopeWay of their absence by 8:00 am for PHP or 3:00 PM for IOP 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 all holidays, except for Memorial Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day.

- Clients who are absent three or more consecutive days will be discharged from the program due to an inability to collect clinical data to support the need for this level of care. This applies to trips and/or unexpected absences.
- Readmission can be facilitated by contacting your admissions specialist and will be based on program availability and clinical appropriateness.
- Please email your plans to attendance@hopeway.org as soon as possible.
- Clients who are discharged from PHP are expected to return to school full time unless otherwise indicated by their medical provider.

As consistent attendance is very important to allow you to achieve maximum benefit from treatment, if the client is absent three or more days, you may be charged a private pay daily rate for Teen Services: PHP \$650, IOP \$387.50. Additionally, the treatment team will conduct a review, and you may be discharged from service. We will notify the client/caregiver should this decision be made. If the client would like to return to HopeWay in the future, please contact the Admissions' Department. Please also note that your insurance company may not authorize continued treatment if there is frequent absenteeism.

Leaving Campus Without Permission



This is a voluntary facility, and an 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 via personal search and with a metal detector wand.

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 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, we require you to hand it in at the front desk to be locked up for the day.

We do 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 send any valuables home with your family/friends. HopeWay is not responsible for any lost or damaged personal property that you choose to keep with you.

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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 group 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 such as music therapy, art therapy, recreation therapy, yoga, drama, horticulture and mindfulness. All psychotherapeutic models have a strong evidence base that supports their effectiveness for a wide variety of psychiatric illnesses.

Holistic Care



Credit: Elizabeth Rhoads



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

Art Therapy

Art therapy is a mental health profession that encourages clients to express themselves in ways beyond words or language. Art therapy uses art media, the creative process, and the resulting artwork as a therapeutic and healing process. Art therapists are credentialed mental health professionals trained in both art and psychological theory, providing prompts that are grounded in the knowledge of human development, psychological theories, and counseling techniques. Art therapists use art media and creative processes to help people cope with mental health challenges, explore their feelings, reconcile emotional conflicts, foster self-awareness, manage behavior, develop social skills, improve reality orientation, reduce anxiety, and increase self-esteem. There is no experience necessary for art therapy, and all forms of expression are valid and welcome.

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.

Drama Therapy

Drama therapy for teens is a therapeutic approach that uses creative activities—such as role play, improvisation, storytelling, and movement—to help adolescents explore their thoughts, emotions, and identity in a safe and supportive environment. Because teens often find it hard to express everything with words alone, these activities provide alternative ways to communicate and process experiences. In sessions, teens may create characters, act out real-life situations, explore different perspectives, or use metaphor and creative expression to better understand their emotions and relationships. This can help them develop healthier coping skills, strengthen communication, increase self-confidence, and practice problem-solving. Drama therapy is evidence-based and has been shown to support teens dealing with anxiety, depression, trauma, stress, and social challenges, and it can be a helpful complement to traditional talk therapy.

Music Therapy

Music therapy is the practice of utilizing the relationship with the client, the Board-Certified music therapist, and the music 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 tool for self-expression. Music therapy is facilitated by a Board-Certified Music therapist and uses 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 and preferences. Clients do not need to have any prior music experience to engage in music therapy.

Yoga

Yoga is the practice of bringing harmony between the mind and body. By linking movements with breath and bringing awareness to the body, a yoga practice can help individuals feel grounded in the present. At the Teen Partial Hospitalization Program, 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 boost mood.

School

To stay on par with academics, you will receive two hours of time each day with a teacher who can provide support. 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, 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 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 of 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 of 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 also 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 of attendance.

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 group takes place on Tuesday morning from 8:30 AM – 9:30 AM. This group focuses on helping caregivers learn how to support clients in utilizing their skills. There will also be space in this group to give and receive support to other families. It is strongly recommended that caregivers attend this group. If you are unable to attend in person, please request the Zoom link from the front desk.

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 Behavioral Health Technicians (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 are not permitted anywhere on HopeWay property, including vehicles. This includes, but is not limited to: firearms, tazers/stun guns, pepper spray/mace, nunchucks, knives, etc. Please note, this also includes jewelry embellished with potentially sharp edges (i.e. spikes.)
- 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.
- If you are experiencing concern about or conflict with another client or family, please bring it to a staff member and do not try to address it yourself.
- Wearing a tail, mask, ears, or distracting head gear is not allowed unless it is to participate in a HopeWay sanctioned event (i.e. Drama Therapy, Spirit Day, etc.)
- Clients are not allowed to ambulate on all four extremities or engage in quadrobics on site.
- Our organization is committed to maintaining a safe, respectful, and inclusive treatment environment. **We have zero tolerance for any language that is derogatory, discriminatory, or demeaning toward individuals or groups, including slurs or harmful remarks related to race,**

ethnicity, gender, sexual orientation, disability, religion, mental health status, or personal identity. If such language occurs, it will be addressed immediately and seriously. Responses may include clinical intervention, behavioral review, or other appropriate actions, up to and including administrative discharge from the program following a formal review of the incident.

- 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.

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 are expected.
- Logos on clothing, or materials, that are of gang, inappropriate language, sexual innuendos, gore, 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.
- 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 are 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 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 recent 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 effecting 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 to 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 spoons with others
- Do not eat from another client's plate
- Do not share clothing, combs, brushes, make up, 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 best able to 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, families, 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

HopeWay Teen and Eating Disorder Partial Hospitalization Program Technology Agreement

Before teens are given access to the internet from HopeWay computers or otherwise allowed to use the HopeWay network, they must accept the terms of the “Technology Agreement.” This agreement defines the educational objectives guidelines for use, informs teen users that their online activities are subject to monitoring, and sets forth unacceptable uses that may lead to revocation of access and possible legal action. Caregivers of teens younger than age 18 who do not want their teens to use the HopeWay network and/or to access the internet at HopeWay must notify HopeWay in writing.

HopeWay Internet Use Agreement

Clients must accept this agreement before they log on to a HopeWay computer or connect to the HopeWay network.

I understand that HopeWay has computers and the internet so I can access my school’s virtual platform and learn more about what I am studying in the classroom. These laptops are to be used if my device is unavailable.

Rules for Using HopeWay’s Network or Internet



Violating the rules for using the internet or network is a serious matter and can lead to administrative discharge.

Unacceptable Uses:

- Disrupting the network
- Introducing/attempting to introduce a virus to the network
- Hacking
- Asking other people to do things that are illegal
- Looking at material that is threatening or pornographic
- Using profanity/words that hurt or threaten other people
- Sending messages or images about sex
- Copying the work of others/plagiarism
- Selling things
- Working for political candidates
- Sending a chain letter or asking for money
- Phishing
- Taking, sending, and/or posting pictures and/or videos during programming
- Giving out personal information about other clients
- Forwarding an e-mail without the permission of the author
- Giving out information that belongs to a company without permission
- Video games
- Communicating with friends/family/caregivers during programming hours

Rules and Regulations

Security

- I agree to track the borrowed device at all times.
- I will never leave the borrowed device unattended. It will be properly secured when not in use.
- I understand that I am not permitted to loan the borrowed device to others.

Care

- I will take measures to prevent scratches on the screen of the device.
- I will ensure that food and beverages are kept away from the device.
- I will refrain from marking, drawing, writing, or placing unapproved stickers on the device.
- I understand that any attempt to disassemble or repair any part of the borrowed device is not permitted, and I agree not to undertake such actions.



- In the event of damage, including but not limited to scratches, cracks, or dents, I will promptly report the damage to HopeWay immediately.

Usage

- I will not reformat the device, tamper with security settings, or change its operating system.
- I will adhere to all applicable copyright and software license agreements that forbid downloading of media and software that has not been legally acquired.
- I will not engage in any harassment or acts of intimidation (cyber-bullying) to harm other people using the borrowed device or any other electronic device.

Responsibility

- I understand that any device that accesses the internet is subject to inspection by any staff member at any time and without notice.
- I further understand that a borrowed device remains the property of HopeWay. I agree to return the device and charger in good working condition.
- I understand that the device is to remain on HopeWay property and cannot be brought home with me.

Responsibility for Teen Technology Access and Borrowed Devices

Signing this document indicates that you have read and agree to abide by HopeWay's *Internet Use Agreement*, and the *Rules for Using HopeWay's Network or Internet*.

HopeWay may hold a parent or guardian liable for any minor who willfully defaces, damages, or fails to return any HopeWay property.

- I agree to the *Security, Care, Usage, and Responsibility* conditions listed in the *Rules and Regulations* on the previous page. I understand that if my child fails to abide by these *Rules and Regulations*, resulting in damage or loss of the borrowed device, I am responsible for paying the fees associated with the cost of replacement. An invoice is available upon request.