



HILLSIDE[®]

Healing and Hope for Children and Families

Virtual IOP Client Handbook

Rules and Expectations

- Client will arrive on time to Zoom sessions
- Client will attend 3 hours of consecutive programming on Zoom
- Client will fully participate in all activities and follow all directions provided by therapists
- Client will alert therapist if they need to use the restroom or attend to an urgent matter
- Client will not have their cellphones or other distracting items during Programming
- Client may not engage in social media or other websites while in Programming
- Client must have access to a private room to limit distractions and wear headphones while programming to ensure confidentiality
- Clients will respect each other's opinions and will wait their turn to talk
- Clients are expected to use appropriate language and tone with peers and staff.
- A guardian or adult proxy must be present at the area that client is attending programming and available to be reached by phone by the therapist if emergency occurs
- All clients are expected to appropriately participate in DBT, mindfulness, vulnerability reduction, and the other daily groups. Be respectful of your peers and therapists.
- Clients are not permitted to share social media, phone numbers, or other personal information, as it violates HIPAA and our privacy policies.
- Harmful behaviors or urges may discussed with a therapist privately. If you notice an urge, please use coping skills and alert a therapist.
- If client does not follow the rules, they will be dismissed from the Zoom meeting

Snack

- Clients may have food and beverages during programming time.

Dress Code

Hillside Day Program is committed to providing a safe, productive, and positive therapeutic environment. Such standards are to be consistently and fairly applied to all clients regardless of gender

- Clients are restricted from wearing clothing that is revealing (e.g. cut low at the neck or under the arms, exposes bare midriff, made of see-through material that exposes a client's undergarments, tank tops, and pants worn below the hips exposing the client's underwear or skin).
- Clients are prohibited from wearing clothing or items that promote illegal or violent conduct such as unlawful use of drugs, alcohol, tobacco, or weapons.
- Clients are prohibited from wearing clothing or items that are obscene, libelous or feature sexually offensive or vulgar words, pictures, phrases, drawings, etc.
- Clients are prohibited from wearing clothing or items containing derogatory expressions or language demeaning an identifiable person or group such as based on a person's race, color, gender, national origin, religion, sexual orientation, gender identity, or disability that could disrupt or materially interfere with school activities.
- Clients are prohibited from wearing specific gang-related attire.
- On the first offence of not complying with the dress code the client's parent/guardian will be contacted and will be asked to have client change outfits at home, if the client refuses to change he/she will be dismissed for the day and counted as absent
- If noncompliance with the dress code is an ongoing issue, the therapist will address treatment appropriateness with the treatment team and the family.

Safety and Management of Behaviors

Hillside is always aware and concerned for your safety. While on Zoom with a Hillside therapist, if you become escalated or agitated, staff are always around to prompt you to make smart decisions, use your DBT skills and/or take a moment away from the situation to calm down. All of your Hillside staff have been trained in H.E.L.P- Human Empowerment & Leadership Principles. Our staff focus on using communication skills to prevent aggressive behaviors. If a client is unable to be de-escalated by the therapist, the guardian or adult proxy present at the home will be called to intervene.

Virtual IOP Safety Plan

If client needs skills coaching, they may request it by texting their individual therapist and/or one of the Virtual IOP therapists through OhMD.

Clients are required to report thoughts of suicide and self-harm to Virtual IOP therapists.

Virtual IOP therapists are instructed to inform the clinical team of any expressed urges to self-harm and/or suicide.

Self-harm and/or suicide urges and behaviors will be managed by the team according to their severity.

Parents will be notified of any expressed self-harm and/or suicide urges or behaviors.

Oppositional and/or defiant behaviors will be managed according to their severity.

Parents will be notified of disruptive behaviors and asked to support us in managing them when needed.

Virtual IOP Schedule

| | Monday | Tuesday | Wednesday | Thursday |
|------|--------------------------|--------------------------|------------------------------|--------------------------|
| 2:45 | Chat/Q&A if arrive early | Chat/Q&A if arrive early | Chat/Q&A if arrive early | Chat/Q&A if arrive early |
| 3:00 | Mindfulness | Mindfulness | Mindfulness | Mindfulness |
| 3:15 | | | | |
| 3:30 | Check In | DBT CORE | DBT CORE | DBT CORE |
| 3:45 | | | | |
| 4:00 | Recap of Skills | | | |
| 4:15 | | | | |
| 4:30 | | | | |
| 4:45 | | | | |
| 5:00 | | | | |
| 5:15 | Vulnerability Reduction | Vulnerability Reduction | Vulnerability Reduction | Vulnerability Reduction |
| 5:30 | | | | |
| 5:45 | Experiential Therapy | SEE/ Lifesmart | Pro Social/ Build Mastery | Cope Ahead |
| 6:00 | | | | |
| | homework | homework | homework | homework |

**SEE & Pro Social Groups are held weeks 1,3,5 and Build Mastery & Lifesmart groups are held weeks 2, 4, 6

Zoom Instructions

Step 1: Visit <https://zoom.us/download>

Step 2: Sign up for an account- you will need to activate through email address (if you have never used zoom before)

Step 3: Log in to account

Step 4: Click on “Join Meeting” & enter the Virtual IOP “meeting ID” (292-704-6213)

Step 5: Wait for therapist to allow you to enter the Zoom from the “waiting room.”

Virtual IOP Contacts

Program Manager

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Psychiatrist & Medication Management

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I acknowledge that I have received the Virtual IOP Handbook. I realize the importance of thoroughly reading the contents and making myself aware of the information contained within. I understand that it is my responsibility to ensure that I will adhere to the guidelines and policies set forth by Hillside.

Client Name

Client Signature

Date

Staff Signature

Date