



HILLSIDE[®]
ATLANTA | Healing and Hope for
Children and Families

DBT-Linehan Board of Certification, Certified Program™

For Children and Families struggling with mental and behavioral challenges, Hillside provides the most powerful antidote: Healing and Hope

Parent – Guardian Handbook

Welcome to Hillside! We understand that you must have many questions and concerns regarding your child's treatment while they are in our care. This handbook should be your reference guide to our programs as well as provide you contact information.

Your child will be admitted to a specific cottage that has a Program Manager, as well as being assigned a therapist and Psychiatrist. Also, they will be enrolled in their appropriate grade level while in the Hillside Conant School to their appropriate grade classrooms.

Some contacts you and your family will need while at Hillside:

Hillside Main Phone: 404-875-4551

In an Emergency contact the Clinic at 404-875-5059 or ext 337

Education Director: Christina Kennedy ext 254

CFO/Business Office: Rodney Southworth ext 229

Director of Nursing: Katie Entriken ext 290

VP of Clinical Services: Amy Rene ext 279

Residential Program Director: Eddie Dowdell ext 298

Quality Improvement: Chase Ingraham ext 156

Initially upon entering Hillside programming your child will have several evaluations in the first week, if not first 24 hrs. These can include Psychiatric Evaluation, Physical Exam, Nursing Assessment, Psychosocial, Education Assessment, Dietary Assessment, Recreation Therapy Assessment and review of Immunization

Requirements. This information along with clinical information will assist us in forming the Treatment Plan which will guide your child's treatment.

Family therapy will be scheduled weekly with your family therapist. Participation in on-campus weekly family therapy is mandatory. If you live more than two hours from our campus, you can participate on-campus bi-weekly and the opposite weeks can be completed remotely.

We are also happy to have you participate in the treatment through family therapy and visitation. If you need a more detailed summary of your child's treatment you are welcome at any time to contact your Program Manager to set up a time to discuss your child's care. Most of your questions can be answered by the Cottage Program Manager for day to day issues. Specific clinical issues can be addressed by the therapist.

As part of the Treatment Plan and the approach to your child's care, Hillside utilizes various treatment approaches including:

- Dialectical Behavior Therapy (DBT) and DBT Skills Groups
- Art Therapy
- Therapeutic Drumming
- Recreation Therapy
- Individual Therapy
- Family Therapy
- Medication Management
- Independent Living/Life Skills Group
- Speech Therapy/Occupational Therapy (determined by your child's IEP)

You may speak with your child's therapist and/or family therapist to find out more about these specialized treatment modalities and if you feel they might benefit your child if not already offered.

While at Hillside there are several measures we use to maintain your child's safety and privacy.

Some responsibilities that you have as guardian are:

- Complete approved phone and visitor list that includes you, any other family or visitors that you are allowing to call or visit. Also update this list ongoing as needed in writing.
- Maintaining the security of your child security code (also same as gate code) and never giving this code to the child. Also you are responsible for providing this code to anyone allowed to call or visit.

- Signing in with each visit and wearing the VISITOR badge. Also ensuring that all approved visitors sign in also and have photo id ready if required.
- Please adhere to campus visitation hours, as provided to you on admission. For questions, please contact your child's Program Manager.
- Agree to maintain the privacy and confidentiality of other Hillside children and families when visiting campus, attending groups and therapy sessions.
- Participating in Family Therapy and maintaining contact with Therapists and Program Managers. And contacting and visiting your child.

Some Expectations we have of Hillside Families and Visitors are:

- **Please NO SMOKING** – Hillside is a tobacco and smoke free campus
- No weapons of any kind are allowed on campus
- No Alcoholic beverages or illicit drugs on campus and you will be asked to leave the campus if suspected you are under the influence of alcohol/drugs.
- Please do not bring food or candy to your child to keep on campus. Hillside provides meals and snacks all approved by Dietary for your child.
- No Cell Phones or Cameras on campus. Please leave these as well as personal items, prescription pills, purses locked in your car.
- All gifts and presents must be approved by Program Managers. Your child will not need money.
- Please display appropriate behavior during your visit. Hillside is for children and their families so please refrain from cursing or physical punishment. Also please dress appropriately for a children's campus, shirt and shoes required.

Medications and Nursing:

The Hillside Clinic is 24/7 and we have Nursing staff available at all times to administer medications, perform routine assessments and to handle any medical or psychiatric situations that may arise. ONLY nurses are allowed to administer medications to your child.

Upon admission your child's physician or a nurse will go over the medications your child comes in on. Please note, non-prescription medications brought from home

cannot be accepted at Hillside. Usually these meds are maintained as we get to know the child. If for any reason a change needs to be made in your child's medication then your child's Physician or Nursing staff will contact you for authorization. At that time the benefits and potential side effects will be explained to you. If you have any questions about your child's medication you are also encouraged to discuss with the Attending Physician.

Hillside also has a Pediatrician on staff that is available 24 hours a day. The Pediatrician visits the clinic several times a week for "sick call" and to perform routine physical examinations. Any time your child has a physical complaint that has not been resolved through nursing, a physician consult can be ordered and the Pediatrician can meet with the child and treat as needed. There may be times when the Pediatrician will want to send your child to a specialist for further examination. At that time you will be contacted about the referral, and you may be asked to schedule this appointment for your child. If you are unable to make the arrangements, nursing can help with scheduling upon request and necessity for appointment.

The Clinic also manages the need for any blood tests done routinely for medications or illness, and can also have additional labs ordered if needed. Also we will maintain dental examinations and cleanings every 6 months and vision screenings yearly. All medical, dental and vision can of course be continued through your child's current physician/dentist with prior, timely notification given to the nursing staff.

Safety and Management of Behaviors:

Hillside is always aware and concerned for the safety of your child, other children and staff. If a child at Hillside becomes escalated or agitated, staff is always around to prompt the child to make smart decisions, use their DBT skills and/or take a moment away from the situation to calm down. All of Hillside staff have been trained in N.C.I (Non Violent Crisis Intervention), which is a program under Crisis Prevention Institute. NCI is a risk management program designed to reduce the number of child and staff injuries resulting from physical aggression. Staff focus on using communication skills to prevent aggressive behaviors. Hillside staff make every attempt to manage aggressive and/or assaultive behaviors by talking or setting limits before laying hands on a child and moving to Manual Holds.

If a child is in danger of hurting self or others then they may be placed in a Manual Hold which requires a Physician's Order. Depending upon severity of situation and/or ability for the child to calm down with assistance. A Manual Hold requires staff to place hands on your child and utilizing NCI techniques. Nursing staff evaluate the children in these situations to ensure no injury. A copy of Hillside Policies on

Emergency Safety Interventions are available upon request. Also the Cottages and Buildings are monitored by cameras so supervisory staff can review situations to ensure appropriate techniques were used.

What to expect ongoing in treatment:

Hillside will ask that you stay involved as much as you can in the treatment of your child while with us. Your child's Treatment Team will provide all the assessments, evaluations and therapy offered here and compiles that data to make a smooth transition and Discharge Plan.

Family Therapy is weekly with your child's assigned therapist. We also encourage calls and your Program Manager can let you know the best time for that Cottage's Schedule to call in to your child. We run a tight schedule here so often the children are not on the units when you may call.

Hillside Treatment Team along with your child's therapist will work with you for Discharge planning and transitioning to the next level of care that may be needed. Your input in this planning is extremely important.

Right to Request Discharge:

As the legal guardian, you may request your child's discharge from Hillside at any time. Your child if under the age of 18 may not request his or her discharge. **The request for discharge prior to Physician recommendation is a formal process and must be in writing. A form entitled "*Request for Early Discharge*" will be provided for you to complete. This must be submitted to the Attending Physician or designee and then within 3 business days (not including weekends or holidays) the Attending Physician or designee can make a recommendation.** During the 3 business days the Attending Physician or designee will assess the child for danger to self or others and if at risk then the Attending Physician or designee has the right under Georgia law to "Involuntarily Commit" transfer the child to an acute Psychiatric facility for stabilization. Should the child not be at risk to self or others then the child can be discharged to the guardian by Attending Physician or designee as an Against Medical Advice (AMA) Discharge.

Hillside Conant School



Hillside Conant School Mission: Our mission is to provide a therapeutic and academic environment that fosters the success of students.

Hillside Conant School Vision: We must become a cohesive unit that empowers student growth by fostering flexibility, creativity, and the best instructional practices while recognizing each child's unique challenges and meeting them where they are.

Hillside Conant School is accredited by AdvancEd. We serve students in grades K-12. The school team is led by Dr. Christina Kennedy, the Education Director, Marisa McClendon, Assistant Principal, and Cameryn Rivers, Transition Coordinator. Hillside Conant School strives to provide individualized, challenging, and engaging educational experiences for all students. Teachers are specially trained in a variety of instructional strategies to meet the needs of individualized learners. Hillside follows the Learning Focused Instructional Framework. We partner with ArtsNow which integrates all forms of art into the core subject areas to increase engagement. We also offer STEM programming through STEMfinity.

For funding purposes, all Georgia students will be enrolled in and earn credit through Atlanta Public Schools. Students coming from states other than Georgia will earn credit independently through Hillside Conant School.

The Hillside Conant School day is from 8am-3pm, Monday-Friday, from August through May. During the summer months, an enrichment program that focuses on reading, math, and STEM is implemented. Hillside Conant School consists of 10 academic classrooms, an art classroom, a Horticulture classroom, and recreational therapy.

Students have access to the school library and computer lab as well as a variety of hands-on and technology-based activities in the classrooms. There is also a Transition Room where students can utilize their DBT skills when feeling anxious or overwhelmed. Hillside Conant School implements a School-Wide Positive Behavior Support Program, known as the STARs program. Students earn STAR coupons for displaying STAR behaviors around the school. (S = Show Respect, T = Take Responsibility, A = Accept Adult Redirection, R = Respond Appropriately) Students also earn points in their daily classes for academics and behavior. Students can earn a maximum of 40 points per school day. School points play an important role in Hillside's Level System.

Students at Hillside Conant School participate in 6 classes per day, including daily DBT and Specials (Recreational Therapy, Art Therapy, Horticulture Therapy rotation). Hillside offers a variety of unique and individualized opportunities to help all students succeed in the classroom.

Child Rights:

Hillside's policy is to ensure that every effort is made to safeguard all children from physical, sexual, psychological and verbal abuse, including humiliating, threatening, and exploiting actions and to ensure that the children are kept informed of their legal and civil rights. This includes the right to legal counsel and all other requirements of due process when necessary. All children and their guardians have the right to file a grievance if they feel the child's rights have been violated. There are specific guidelines that Hillside follows based on the severity of the child or guardians allegation.

The Child Advocate at Hillside serves as a liaison between staff, children and guardians and coordinates investigations of grievances, complaints and concerns regarding Hillside's rules and regulations. Upon admission the children are explained their rights, which are also posted on every unit within sight of the children. A concern, complaint or grievance may also be reported to the Child Advocate by calling 404-875-4551 x 156. Other contacts: Georgia Advocacy Office 404-885-1234 www.thegao.org Georgia Office of Residential Child Care 404-657-9651 www.orcc.dhs.georgia.gov

Hillside Notice of Privacy Practices:

This Notice describes how health information about your child may be used and disclosed and how you can get access to this information. If you have any questions about this notice or would like a detailed copy of the practice please contact: **Marilyn Fraley, Privacy Officer 404-875-4551 ext 294** or mfraley@hside.org

Hillside's Commitment to your Child's Privacy: Hillside is committed to protecting health information about your child. We create a record of the care and services your child receives from us in order to provide you with quality care and to comply with certain legal requirements. This notice applies to all the records of your child's care created or retained by us. Our notice informs you of the ways in which we may use and disclose identifiable health information. We also describe certain obligations we have regarding the use and disclosure of certain identifiable health information, also called protected health information. Protected health information is defined as names, addresses, dates, i.e. birth date, admission date, phone/fax numbers, email, social security numbers, medical records numbers, health plan numbers, account numbers, certificate/license numbers, vehicle identification numbers, device numbers, web universal locators, IP addresses, finger prints, voice prints, full face photos, and any other identifying number, characteristic, or code. Hillside forms of release are: Written, Verbal and Electronic. Electronic disclosures may be fax, email, scanning and texting.

We are required by law to: Maintain the confidentiality of health information that identifies you. Provide you with this notice of our legal duties and privacy practices .Follow the terms of our notice that is currently in effect

Hillside May Use and Disclose Health Information in Several Ways: Treatment, Payment, Healthcare Operations, Appointment reminders, Treatment Alternatives, Health-Related Benefits and Services, Individuals involved in your child's care or Payment for your child's care, Research Projects, as Required by Law, and Serious Threats to Health/Safety.

Use and Disclosure of Health Information in Certain Special Circumstances: Organ and Tissue Donation, Military, Workers Compensation, Public Health Risks, Health Oversight Activities, Lawsuits or Similar Proceeding Law Enforcement, Deceased Patients and National Security.

Rights Regarding Your Child's Health Information: You have the right to inspection and copies of information, amendment of information, accounting of disclosure of information, right to request restrictions, confidential communications, and right to a paper copy of this notice. All requests must be in writing to Medical Records. *Hillside reserves the right to revise our Privacy Notice.*

If you feel your privacy rights have been violated, you may file a complaint with Hillside Privacy Officer @ extension 294 or with the Secretary of the Dept of Health and Human Services, Office for Civil Rights, Sam Nunn Atlanta Federal Center, Suite 16T70, 61 Forsyth St, SW, Atlanta Ga 30303-8909 or at 200 Independence Ave SW, Room 509F-HHH Bldg, Washington DC 20201, 1-877-696-6775.

Hillside Prohibited Items

- Weapons of any kind
- No Razors
- Shoes with laces
- Personal Regular Scissors, Glue, Toxic Markers
 - o All safety scissors, markers, crayons, pens, pencils, and craft materials must be counted, supervised by Staff, and returned to a locked area not accessible to clients after each use
- Matches/Lighters/Vape Machines/Drug Paraphernalia
- Needles/Safety Pins/Straight Pins
- Alcohol Base/Toxic Chemicals (i.e., mouthwash, perfume, cologne, body spray, hand sanitizer, etc.)
- Aerosol Sprays (to include deodorant, hair spray, body spray, etc.)
- Any types of clothes hangers
- Any items made from or including glass, metal, or hard plastic (bottles, mirrors, glass over pictures, CD /CD Cases, DVD/DVD Cases, Cosmetic Cases, nail polish, perfume etc.)
- No acrylic nails (natural nails can be no longer than 1/4 of an inch from the finger tip)
- Nail polish, clippers, nail polish remover (supplied by cottage for activities)
- Cell Phones/Electronics: IPOD, IPAD/TABLET, MP3, Camera, Handheld Games, etc.
- Belts
- Clothing with Sashes, Rips, Drawstrings, and Strings (i.e., hoodies, pajama bottoms, shirts, pants, sweat pants, sweat shirts, etc.)
- Scarves, Neck Ties, Tights or Panty Hose
- Long Strands of Material (Ties, Strings, Hair Extension items or wigs etc.)
- Items that can be grouped together to make a rope/cord
- Items containing a cord
- Backpacks/ Bookbags
- Personal bags with drawstrings including laundry bags
- Athletic Gear with drawstring
- Metal Knitting Needles/Crochet Hooks (Plastic Only)- these items will be supervised by staff, not accessible to a client when not being used and stored in a locked area
- Ace Bandages or bandages with elastic material
- Personal Hairdryers, curling irons, straight irons (cottages will supply these items when needed)
- Bathrobes with tie/belt
- NO JEWELRY (to include body piercings)
- No Hats

Hillside's Continuum of Care

Intensive Therapeutic In-home Program

Blue Cross Blue Shield of Georgia Pilot Program

Who is appropriate for this program?

- Families who have children/adolescents with intensive social and emotional needs at risk of hospitalizations or out-of-home placements (therapeutic boarding school, residential treatment, etc.)
- Families who need intensive support and help coordinating care
- Children/Adolescents who have had numerous acute psychiatric hospitalization or have recently discharged from a residential program

What is the benefit of this program?

- Clinicians are available 24 hours a day, seven days a week
- Appointments are scheduled with the families schedule in mind in the home or community setting
- A licensed clinician will come to the home to complete an assessment. We will use the North Carolina Family Assessment Scale to determine what domain areas need to be addressed to help the family to stabilize and develop a plan of care with the family
- Access to clinicians who can provide additional support and ancillary services to current therapeutic treatment by working with client's current treatment providers.
- Individualized plan of treatment based on the family's strengths to address target behaviors that had been problematic

Expected program services:

- Skill development including specialized parenting skills
- DBT community-based skill coaching
- Family Crisis and Safety Plan Development
- Identification and development of appropriate community resources, advocacy, and assisting the client and family to access needed services.
- Manage behaviors and family disruptions in the community to prevent higher levels of care

Program also available via self-pay for non-BCBS of GA families

For more information or to refer clients, contact: Chasity Banks cbanks@hside.org
404-875-4551 ext 339

Hillside's Community Intervention Program

Provides family focused, strength based, community based treatment services and interventions for clients and their families when:

The child is struggling with disruptive behaviors, is at high risk for out-of-home placement or is transitioning from institutional treatment/ crisis stabilization for behavioral disorders.

➤ SERVICES

- Assessment of the client and their family by the Therapist, with emphasis on strengths, interests and abilities. The North Carolina Family Assessment Scale is used to identify domains to focus treatment interventions.
- Flexibility in service delivery – depending on needs, either a standardized package or tailored services are available.
- Crisis intervention to ensure that immediate treatment is received, factors leading to the crisis are identified, and new skills to avert future crises are taught.
- Staff availability 24 hours a day, 7 days a week.
- Case management to ensure that appointments are kept, service plans are adhered to and necessary services are obtained.
- Identification and development of appropriate community resources, advocacy, and assistance for the client and family to access needed services.
- The program can provide evidence-based Triple P (Positive Parenting Program) in-home parent education services to help decrease disruptive behavior in children ages 4-16.

➤ GOALS

- Help the child make a successful transition to a less restrictive environment.
- Maintain the safety of the child in the home.
- Observe the client in the natural home setting so behaviors can be identified and addressed.
- Include the whole family in determining treatment goals and evaluating results.
- Identify the strengths of the client and family.
- Intervene early and support the family to avert crises.
- Work with the family to empower the parent, teach new parenting skills and assist in developing coping mechanisms.
- Link the client and family with resources in their community and aid in developing natural supports such as extended family members, friends, church and other organization affiliations.
- Foster eventual independence and self-sufficiency.
- Lower the cost of treatment for troubled children by avoiding more costly and disruptive out-of-home placements.

For more information or to refer clients, contact: Chasity Banks cbanks@hside.org
404-875-4551 ext 339

Hillside Connections

A Treatment Foster Care program that works with children and adolescents who have significant emotional and behavioral challenges. We team with our foster parents, the Department of Family and Children Services (DFCS), and community partners to ensure that each child's needs are addressed, and that all services are in the child's best interest. Our goal is to ensure that all children are in a safe, loving and nurturing environment where they can be both successful and productive individuals.

Treatment Foster Parents are responsible for strengthening the child's self-confidence, modeling appropriate family roles, teaching responsible decision making, and helping the child learn skills necessary to live independently in the community. Treatment Foster Parents have access to support from our program staff 24 hours a day, 7 days a week. All Foster Parents receive reimbursement for the costs associated with providing a home for a child.

We are currently recruiting and training new Treatment Foster Parents for our Connections program. The ideal Treatment Foster Parents are adults who:

- Enjoy children and enjoy participating in their activities
- Have a desire to open their home and share their life with a foster child
- Have knowledge and understanding of children with trauma histories and mental health needs
- Are team players and have a willingness to partner with Hillside in order to address the child's needs
- Have a reliable source of income

All Treatment Foster Parents MUST BE:

- Willing to complete the state required IMPACT training (provided by Hillside at no cost)
- Able to participate in annual foster care training sessions sponsored by Hillside
- Willing to attend panel reviews, therapy sessions, meetings and mandated court hearings
- Dedicated and compassionate

Are you interested in becoming a Treatment Foster Parent? Or perhaps you know someone who would make a good Treatment Foster Parent? Please don't hesitate to reach out. We are happy to answer any questions you have!

For more information or to refer clients, contact: Chasity Banks cbanks@hside.org
404-875-4551 ext 339