Table of Contents

Contact Information
Rules and Expectations
Attendance
Frequently Asked Questions
Safety & Behavior Management
Day Program- Safety Plans
Dress Code
COVID-19 Infection Control
Child's Rights
Discharge
Release of Treatment Information/Medical Records
Hillside's Continuum of Care
Program Manager
Elizabeth Lopez, LCSW, RPT
elopez@hside.org

Psychiatry & Medication Management
Rana Drake, MD
Board Certified Child & Adolescent Psychiatrist
rdrake@hside.org

Clinical Program Staff
Kate O’Lone, LMSW-Lead Therapist
kolone@hside.org

Katie Herzer, LMSW - Therapist
kherzer@hside.org

Jazlyn Bain, LMSW - Therapist
jbain@hside.org

Enrique Martinez - Clinical Coordinator
Fareedah Thompson - Clinical Coordinator

Admissions & Insurance
Devin Spero - Day Program Admissions Coordinator
d spero@hside.org

Meghan Grainger-Director of Admissions
mgrainger@hside.org
GUARDIAN'S RESPONSIBILITIES & EXPECTATIONS

Drop Off/Pick Up

Drop off is by 8:30 am daily
Pick up is at 4pm daily

Upon drop off/pick up, parents will remain in their vehicle. A therapist will greet clients at the door and bring them in the building. You must inform us if someone besides a legal guardian is picking up or dropping off your child.

If you are participating in our virtual DBT Parent Skills Group on Tuesday afternoons, you should pick up your child before 4pm.

Let a day program therapist or your family therapist know if you’re going to be late or need to pick up early.
Virtual Parent DBT Skills Group  
Tuesdays 4-5:30pm  
This group is recommended for all caregivers of clients in Day Program.  
It is held weekly over Zoom.

Family Therapy  
Weekly Family Therapy is a necessary and expected part of treatment.  
Family therapy will be virtual and held over Zoom.

Evening Behavior Forms  
Every parent will be asked to complete this form nightly and hand it to a day program therapist at drop off. This form is reviewed daily by your child’s therapist, psychiatrist, and utilization review manager. Please email this to eveningbehaviorform@hsid.org each day.
RULES & EXPECTATIONS FOR CLIENTS

- Upon arrival in mornings, clients will complete a pocket check, shoe check, and a bag check, as well as a body check with a metal detector by staff.

- All belongings must be locked in the locker, with exceptions for laptops for school and lunchboxes during lunch. This includes books that are not directly related to school work.

- Clients are not allowed to access their cellphones until they are picked up at the end of the day.

- Clients are also expected to disable text messages/phone calls/skype on their MacBook/laptop until they are picked up at the end of the day.

- Social media and unauthorized sites not related to schoolwork are not permitted in the Day Program.

- No trading of any personal items between clients are allowed.
RULES & EXPECTATIONS FOR CLIENTS

• Every time clients leave the main programming classroom, clients will complete pocket checks upon return.

• While in transition to other buildings, clients are expected to walk in a single file line, quietly.

• If you wish to contact your parents, staff must gain approval from your treatment team first.

• Clients will not provoke other clients or undermine the treatment of others in the program.

• Clients will respect one another’s personal space and maintain appropriate boundaries by refraining from touching, hugging, hitting, or other forms of physical contact.

• Clients are not permitted to pass notes or whisper to each other.

• Clients are expected to use appropriate language and tone with peers and staff.
RULES & EXPECTATION FOR CLIENTS

- All clients are expected to clean up after themselves.

- All clients are expected to appropriately participate in DBT, RT, SEE, morning meditation, 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.

- Clients are NOT permitted to gift personal items to peers, purchase gifts for peers or exchange gifts with peers.

- Clients are not permitted to share social media, phone numbers, or other personal information, as it violates HIPAA and our privacy policies.

- Refusal to follow any of these rules may result in a discharge from the program.
ATTENDANCE

- Clients must attend Monday to Friday, 8:30am – 4:00pm. Clients will be discharged if they have more than 3 unexcused absences. We are unable to make exceptions.

- Let a day program therapist or your family therapist know if you’re going to be late or need to pick up early.

- Reach out to your family therapist for coaching if your child is refusing to attend.

**If you suspect your child will have difficulty with attendance, let your family therapist know as soon as possible. They will assist you in developing a plan to address attendance issues**
FREQUENTLY ASKED QUESTIONS

**Hospital Homebound Forms**
If applicable to your child, please provide the form upon admission. We will complete the form and it will be ready for pick up within 48 hours of admission.

**Medication**
We provide medication management, and your child will receive refills on prescriptions while programming with us.

**Meals, Snacks and Backpacks**
Clients will pack a lunch. They will have access to a refrigerator and microwave. While we do provide 1 snack and 1 fruit in the afternoons, clients are allowed to bring their own snacks. Our space to store snacks and drinks is limited so please keep this in mind. Clients may bring a backpack to store their laptops and school materials – please leave non-school related books and materials at home.
SAFETY & MANAGEMENT OF BEHAVIORS

Hillside staff members have been trained in Non-Violent Crisis Intervention (NCI), which is a program under the Crisis Prevention Institute. NCI is a risk management program designed to de-escalate clients in crisis. Staff members focus on verbal de-escalation by using communication skills to prevent harmful behaviors.

If a client is unable to be de-escalated by the therapist, the guardian will be called and the client may be sent home for the day and/or hospitalized due to the increased in acuity of symptoms such as aggression or active suicidal ideation and gestures.

In order to protect the safety of the treatment milieu, a client may be discharged from the program with a recommendation for a different treatment, if the problematic behaviors continue to persist as a pattern.
If clients need skills coaching outside of programming hours, they may request it by calling or texting their individual therapist. The parents/caregiver may contact the family therapist for skills coaching.

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

Staff will inform the psychiatrist of any expressed urges to self-harm and/or suicide.

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

Parents will be informed if the client is actively suicidal.

Further assessment may be needed (for ex. GA Crisis Support and Solutions Access mobile crisis team and/or assessment at an acute hospital).
We are 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).

Clients are prohibited from wearing clothing or items that promote illegal or violent conduct such as unlawful use of drugs, alcohol, tobacco, weapons, or specific gang-related attire.

Clients should wear sneakers. Platforms and crocs make it difficult to do physical activity.

No pajama tops or bottoms.
DRESS CODE

Clients are prohibited from wearing clothing or items that are obscene, libelous or feature sexually offensive or vulgar words, pictures, phrases, drawings, etc. This includes 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 program activities.

On the first offense of not complying with the dress code the client’s guardian will be contacted and will be asked to have client change outfits. 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.
COVID-19 INFECTION CONTROL PROTOCOL

All clients are required to be fully vaccinated against COVID-19 prior to admission. All clients will be rapid tested the day of admission and parents will be required to stay with their child while the test results are pending. If the client is positive for COVID-19 the client will need to delay the start of the program while quarantining at home for 5 days.

Mask use is optional at this time. We may make this mandatory in the future if infection rates increase in the community. We ask that parents provide a mask for their child.

We ask that parents and or caregivers inform us immediately if your child has a fever, sore throat, cough or other symptoms of illness.
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. We 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.
The Child Advocate at Hillside serves as a liaison between staff, children and guardians and coordinates investigations of grievances, complaints and concerns. The children are explained their rights upon admission.

A concern, complaint, or grievance may be reported to the Child Advocate by calling 404-875-4551 x 156.

Other contacts: Georgia Advocacy Office 404-885-1234 www.thegao.org
The Family Therapist will work with you to coordinate aftercare treatment plan prior to your child's discharge from the program.
Medical Records

You have a right to inspect and obtain a copy of the client’s medical record or billing record as specified by Georgia and Federal law and regulations. For children and adolescents, authorization shall be made by a legal guardian.

1. Requests should be submitted in writing via email to medicalrecordsstaff@hside.org. Please include the completed Hillside Authorization for Release of Treatment Information/Medical Records form. (Click here to access form)

2. If you request a copy of medical records, there may be a charge (fee) for copying, mailing or other supplies associated with the request. The fees must be paid by money order, credit card, or cash prior to/or at the time of receiving the records. You will receive an estimate of expected fees.

3. Federal law requires requests for records to be specific as to the parts of the record being requested. Please complete the Authorization form thoroughly. Incomplete forms may result in a delay.

4. Hillside does not release medical information obtained from third parties.

5. Requests for complete records will be processed at the completion of the clients stay. An exception to this would be requests from medical, behavioral health professionals and facilities, and other emergencies.

6. Record requests are processed in the order in which they are received. Hillside’s policy is to provide requested records within 14 days of the request.

Health Information Management Department
Phone: 404-892-5985  Fax: 404-564-0667
CONTINUUM OF CARE

Residential Treatment Program
Experience DBT Day Program
Intensive In-Home Therapy Program
Virtual DBT IOP

For more information, please click on the name of the program
Thank you for trusting us with the care of your child. We look forward to working in partnership with you in this journey of hope and healing.