Dear Parent(s),

We are honored you chose Hillside’s Residential Treatment Program. Our team is dedicated and passionate about serving your child and family. This handbook was created to help you acclimate to Hillside and answer your questions about what to expect with residential treatment. Placing your child away from your home and in the care of others is not easy. It is our intent to equip you well to ease your adjustment and clarify expectations.

The first important fact to share is that it is very common for your child to ask you to discharge them home within the first week or two of treatment. Many of the children we serve have never been away from home and they are fearful, and any new situation can be uncomfortable. This causes a lot of strain, guilt, and pain for families as they adjust to having their child away from home and in a treatment facility. Please lean on us to help you through this situation. We will help you gain skills in family therapy, family DBT skills groups, and parent workshops. Daily operations questions are best answered by your Cottage Program Manager. Questions about therapy or the treatment services your child is receiving are best answered by your Family Therapist. These contact names are provided within 24 hours of your child’s admission to Hillside. Our team is here to answer all questions and provide support. Communication is a vital part of our partnership.

Thank you again for the opportunity to provide your family with help and healing. Please let us know if there is anything we can do to help as you and your child transitions to being at Hillside.

Thank you,
Emily Acker, President and CEO
Table of Contents

Contact Information & Client ID
First Week - Assessments
Therapeutic Modality & Services
Parent/Guardian Responsibilities
Visitor Expectations
Medication & Nursing
Safety & Behavior Management
Conant School
Child's Rights
Release of Treatment Information/Medical Records
Hillside's Continuum of Care
Family Visitation Procedure - COVID 19
Packing List, Prohibited Items, & Dress code
Campus Map and Gate Instructions
Welcome to Hillside!

We understand that you 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 with contact information.
Your child is assigned a specific client ID on the day of admission, which the admissions staff will email you after intake. This code provides HIPAA compliant identification to be used for communication access when you call anyone at Hillside to discuss your child’s treatment or to speak with your child on the cottage. In order to prevent unauthorized people from contacting and gaining information about your child, DO NOT share the client ID code with your child. However, you will need to provide this code to family members/persons you have identified on the approved contact list.

Residential Treatment Program &
Main Mailing Address:
690 Courtenay Dr. NE
Atlanta, GA 30306

Monroe Gate Address & Day Program
Entrance:
1301 Monroe Dr. NE
Atlanta, GA 30306

Main Number: 404-875-4551

Client ID
MAIN NUMBER: 404-875-4551

**Hillside Main Number (business offices) are open from 9 am to 5 pm. If families have an urgent need to get in touch with someone after business hours, please call the Clinic Direct Line- Emergency Line**

ext. 156  Child Advocate - Chase Ingraham
ext. 293  Clinical Nursing Administrator - Steven Lily
ext. 236  Discharge/ Transition Manager - Clinethia Chaney
ext. 254  Educational Director - Christina Kennedy, Ph.D.
ext. 232  Medical Director/Psychiatrist - Adam Silberman, MD
ext. 295  Medical Records - Tracey Rogers
ext.1002 Nurse Practitioner - Tam Pham, PMHNP- BC
ext. 220  Nurse Practitioner - Anastasia Wright, PMHNP- BC
ext.1016 Nurse Practitioner - Kimberly Young, PMHNP-BC
ext. 159  Nurse Practitioner - Turquoise Allen, PMHNP- BC
ext. 221  Office Coordinator - Kimya Alexander
ext. 242  Psychiatrist - Rana Drake, MD
ext. 298  Residential Program Director - Eddie Dowdell
ext. 364  School Transition Coordinator - Cameryn Rivers
ext. 279  VP of Clinical Programs - Amy René, LCSW
404-375-3423  Manager on Call (MOC)

Clinic Direct Line- Emergency Line**  404-875-5059
Clinic Line ext. 293
Clinic Line ext. 289
Clinic Line ext. 299
Clinic Fax  404-875-8037
Cottages

Jo Williams Cottage - ext. 224
Angels Program Manager - Andrea Pierce ext. 366

McBurney Cottage - ext. 352
Blazers Program Manager - Karencia Cotton ext. 272

Kiwanis Cottage - ext. 351
Titans Program Manager - Jamaal Stone ext. 248

Evans Cottage - ext. 359
Rockets Program Manager - Adam McKenzie ext. 260

Averill Cottage - ext. 363 or 348
Panthers Program Manager - Idorenyin Nsentip ext. 334

North Cottage 1 ext. 297
Cardinals Program Manager
Abdul White ext. 258

North Cottage 2 ext. 296
Cubs Program Manager
Fred Holmes ext. 337
FIRST WEEK

Upon entering Hillside programming your child will have several screening measures completed starting on the day of admission and continuing through the first week. The results of these screening tools along with prior treatment information will assist us in forming the treatment plan which will guide your child’s treatment. We will also be completing a battery of standardized screening measures at admission and ongoing during treatment to measure progress and help us measure treatment outcomes at discharge.

MEDICAL ASSESSMENT
1. Psychiatric Evaluation
2. Physical Exam
3. Nursing Assessment
4. Dietary Assessment (as needed)

THERAPY SERVICES
1. Psychosocial Assessment
2. Recreational Therapy Assessment

EDUCATIONAL
1. Review of School Grades and Classroom Placement
2. Individualized Educational Plan (IEP) or 504 Plan
Specialty groups, as clinically indicated:
- Compassion Based Cognitive Training (CBCT®),
- Theraplay®,
- Independent Living/Life Skills Group
- Advanced Experiential DBT
- Radically Open DBT (RO-DBT)
- Speech Therapy/Occupational Therapy
  (determined by your child’s IEP)

Dialectical Behavior Therapy (DBT) Skills Groups- daily during the week
Some responsibilities that you have as guardian are:

**PARTICIPATE**

Participate in Family Therapy and maintain contact with Therapist, Program Manager, and your child according to our visitation requirements.

Complete the Release of Treatment Information form (click here) so that our therapists can coordinate care with other providers.

Complete approved phone and visitor list that includes you and any other family you are allowing to call or visit. Update this list as needed and please do so in writing.

**PROMOTE SAFETY**

Maintain the security of your child’s client ID (also same as gate code) and never give this code to your child. You are responsible for providing this code to anyone allowed to call or visit.

Sign in with each visit and wear the VISITOR badge. You must ensure that all approved visitors sign in also and have photo ID ready if required.

Adhere to campus visitation hours as provided to you at admission. For questions, please contact your child’s Program Manager.

**PROTECT PRIVACY**

Maintain the privacy and confidentiality of other Hillside children and families when visiting campus and attending groups and therapy sessions.
FAMILY SUPPORT & PROGRAMS

Family engagement in treatment is one of the most critical factors in a positive treatment outcome. In addition to weekly family therapy, Hillside's clinical team offers:

### Caregivers' DBT Skills Group
- Meet every Tuesday at 4:00-5:30 p.m. Eastern Time via Zoom.
- Your assigned family therapist will be your point of contact to access this group as the therapist will need to help orient you to the DBT skills group and provide you with the skills manual printouts prior to joining the group.

### Family Psychoeducation & Connection Session
- Meet every other Friday at 12:00-1:00 p.m. Eastern Time via Zoom.
- You will receive an email with information on the session's topic and the Zoom link to join the session each week prior to the scheduled session.

For additional information or questions, contact Hillside's Clinical Education Manager: Gaan Akers, LPC, NCC at gakers@hside.org or 404-545-2163.
Please, no smoking!
Hillside is a tobacco and smoke free campus.

Do not bring prohibited items
No weapons of any kind are allowed on campus.
No alcoholic beverages or illicit drugs on campus. You will be asked to leave the campus if suspected you are under the influence of alcohol/drugs.
Do not bring food or candy to your child to keep on campus. Hillside is a nut free facility. Hillside provides meals and snacks all approved by Dietary for your child.

Get prior approval
In order to help maintain safety and clinical objectives for all clients, all gifts and presents must be approved by Program Managers. Your child will not need money while on campus.

Display appropriate behaviors
Hillside is for children and their families so please refrain from cursing or physical punishment.
Please dress appropriately for a children’s campus. Shirt and shoes required.

No cell phones or cameras on campus. Please leave these as well as personal items, prescription pills, purses locked in your car.
Medication & Nursing Clinic

- All medications administered by nursing staff
- Routine Assessments
- Staffed and open 24/7
The Hillside Clinic is 24/7 and we have nursing staff available at all times to administer medications, perform routine assessments, and manage any medical or psychiatric situations that may arise. ONLY nurses are allowed to administer medications to your child.

Upon admission your child’s psychiatric provider will go over the medications your child has been prescribed. Please note, non-prescription medications brought from home cannot be accepted at Hillside. Usually the medications prescribed at admission are maintained as we get to know your child. If your child’s medication is changed, your psychiatric provider 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 nursing staff or therapist.
Medication & Nursing Clinic

Hillside also has a Family Nurse Practitioner on staff.

At the time of admissions our nursing staff will complete a COVID-19 rapid test. The disposition will be discussed with the family at the time of admission. We also require that your child be fully vaccinated with one of the FDA approved COVID-19 vaccinations.

The Family Nurse Practitioner 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, an Family Nurse Practitioner consult will be ordered.

There may be times when the Family Nurse Practitioner 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 required for medications or illness and can also have additional labs ordered if needed. All medical, dental and vision should be continued through your child’s current physician/dentist with prior, timely notification given to the nursing staff. Should appointments be required while your child is in care, please notify the nursing staff promptly.
Safety & Management of Behaviors
All 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 reduce the number of child and staff injuries resulting from physical aggression. Staff members focus on using communication skills to prevent aggressive behaviors. Hillside staff members make every attempt to manage aggressive and/or assaultive behaviors by talking or setting limits before intervening and moving to manual holds. If a child is in danger of hurting themselves or others and does not respond to verbal prompts, they may be placed in a manual hold which requires a physician’s order. A manual hold requires the staff member to place hands on your child and utilize NCI techniques. A nurse evaluates the children in these situations to ensure the child has not been injured. Children will be released as soon as it is deemed safe.

All cottages and buildings are monitored by cameras and all physical interventions are reviewed by the supervisory team. Part of Hillside’s employee training program involves educating staff on the implications of using manual holds and how to preserve the dignity of each client at Hillside when using manual holds. A complete copy of Hillside Policies on Emergency Safety Interventions is available upon request.
Mission:
Our mission is to provide a therapeutic and academic environment that fosters the success of students.

Vision:
We work together to 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.
INDIVIDUALIZE LEARNING
We strive 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.

LEARNING FOCUSED INSTRUCTIONAL FRAMEWORK
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.

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.
Hillside offers a variety of unique and individualized opportunities to help all students succeed in the classroom.

**SCHOOL DAY**
8 a.m. - 2 p.m.,
Monday - Friday,
August through May.
During the summer months, an enrichment program that focuses on reading, math, and STEM is implemented.

**FACILITIES**
- 10 academic classrooms - Art classroom
- Horticulture classroom
- SEE (social, emotional, ethical) classroom
- Recreational therapy
  - Outdoors sports area
  - Gymnasium

**ACCESS**
Students have access to the school library, computers, and chrome books, as well as a variety of hands-on and technology-based activities.

**6 CLASSES/ DAY**
Students participate in 6 classes per day, including daily DBT and Specials (Recreational Therapy, Art, SEE, Horticulture Therapy rotation).
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 regarding Hillside’s rules and regulations. Upon admission the children are explained their rights, which are also posted on every cottage within sight of the children. A concern, complaint or grievance may also be reported to the Child Advocate by completing a Client Grievance form and placing it in the locked box located in each cottage or calling 404-875-4551 x 156. Other contacts: Georgia Advocacy Office 404-885-1234 www.thegao.org and Georgia Office of Residential Child Care 404-657-9651 www.orcc.dhs.georgia.gov.
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 client's 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: 404-875-4551 extension 295 or 294   Fax: 404-564-0667
CONTINUUM OF CARE

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

For more information, please click on the name of the program
We recognize and value the opportunity for you to have weekly visits with your child on the Hillside campus. Visitation may need to be halted due to community increases in infection rates. When visitation is allowed, we will strictly adhere to established safety guidelines for the well-being of your child, yourselves, and our employees. Please read our guidelines carefully so you are aware of the expectations and how to make the most of your visit. Please review sign up procedures for visitation.
Hillside is using secure Microsoft Bookings software to streamline our reservations for Family Visitation. This software will allow you to sign yourself up for visitation for your child. Please do not use the Chrome Browser to book your reservation. This software works best on Internet Explorer or Microsoft Edge.

Visitation Times:

Saturday 9-11
Saturday 2-4

Sunday 9-11
Sunday 2-4
Bookings Sign Up Procedures

1. Click on the link: https://outlook.office365.com/owa/calendar/HillsideInc@hillsideorg.onmicrosoft.com/bookings/
2. Select a Service: Please click on the circle next to the cottage where your child is getting treatment.
4. Please click on the date under “Date” that you would like to visit.
5. Please click on the time by clicking on the actual time displayed that is listed under “Time”. Remember cottages only have one visitation date and one visitation time each week.
6. Under “Add your details” please write your name in the name field.
7. Next please list your email address in the email field.
8. Under “Provide Additional Information” please add the name of additional family/household members that will be visiting. If there is not another family/household member please write “N/A”
9. Under “Provide Additional Information” please add the name of the child that you are visiting.
10. Under "Provide Additional Information" please list the name of the cottage that your child is in.
11. Please click on “Book” and your reservation for your Visitation Booking will be scheduled.
Visitation Reservation & Sign Up Procedures

You should receive a reminder email the day before your visit.
We look forward to seeing you at Family Visitation.
Don’t forget your masks!

If you have any questions please direct them to your Family Therapist or Cottage Program Manager. Amy René, VP of Clinical Programs is also available at 404-564-0677. Another contact is Kimya Alexander at 404-875-4551. Press "O" for operator. Please note that Reservation/ Bookings are due by Wednesday each week at 5 pm. If you do not sign up timely you will not be allowed to visit.

Thank you!
The Hillside Team
Visitations must be scheduled by Wednesday of each week through your assigned Family Therapist. If your child admits to the Residential Program on a Monday or Tuesday, visitation can be scheduled for the upcoming weekend. If your child admits on Wednesday, Thursday, or Friday, they must wait one week before visitation can occur.

Confirmation of the assigned visitation time will be provided by Friday each week.

Visits are scheduled in two-hour increments, Timely arrival is important to maximize your visit.
Arrive only at the designated time; early arrival will not increase visitation time.

Enter campus at the gate at 690 Courtenay Drive, NE, Atlanta, GA.

Maintain a distance of 6 feet from others as you enter the building.

All visitors must check-in at the Dining Hall and remain in the building or outside in designated areas.

No visitation in cars will be allowed.

Hands must be washed or hand sanitizer used upon arrival.

All participants must wear masks, including the child.

Food, snacks, or beverages are allowed at visitation.

Hillside staff will notify visitors when their designated visitation time ends.

Visitors will promptly exit the campus, visiting no other buildings.

Kids will wash hands after visitation.
For your child's safety, Hillside residents are prohibited from possessing the following items:

- Weapons of any kind
- Razors
- Shoes with laces
- Personal Regular Scissors, Glue, Toxic Markers
  - 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 ¼ of an inch from the finger tip)
- Nail polish, clippers, nail polish remover (supplied by cottage for activities)
For your child's safety, Hillside residents are prohibited from possessing the following items:

- 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
- JEWELRY (to include body piercings)
- Hats
Client Dress Code

- Shorts/skirts should stop no shorter than 2 inches above the knee
- No sleeveless shirts or tank tops
- Shorts must be worn under skirts (leggings can only be worn if approved by clinical team)
- No clothing with inappropriate signage that promotes alcohol, skulls/death/blood, marijuana, drug use or aggression
- No inappropriately tight clothing
- No shirts that expose the midsection of the body
- No see-through clothing
- No shoes with a heel or wedge
- No clothing with strings or ropes/ties
- Shirts should not expose cleavage
- No pants with holes anywhere above the knee
- No hats/caps-anything that covers the head

Click here for Packing List

This list is not in place of the prohibited items list or the recommended clothing list in the client handbook. Instead, this list is more of a defined list that helps enforce the treatment-based culture here on our campus.
There are two entrances to Hillside, each with a security callbox: Main Entrance on Courtenay Drive and the Monroe Gate Entrance.

**Gate Instructions:**

To enter in a 4-digit code, please press the following buttons on the touch screen
- Press the Key symbol at the top right corner
- To enter access code, Press A and the 4-digit number code
- Gate will manually open

If you do not have a code (visitor/new admit), press Reception button for further assistance
Thank you for trusting us with the care of your child. We look forward to work in partnership with you in this journey of hope and healing.