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# Resident & Parent Handbook

**ST. CLOUD CHILDREN'S HOME**

ST. CLOUD, MINNESOTA

**INTENSIVE TREATMENT UNIT**

FERGUS FALLS, MINNESOTA

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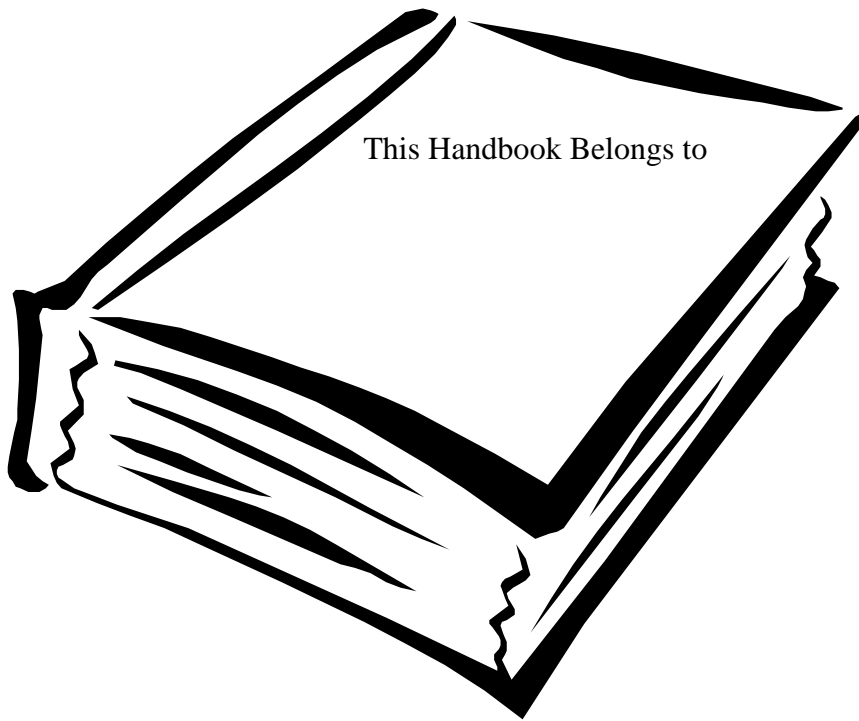
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This Handbook Belongs to

You're Suppose to fill  
this page in with your  
name and the  
number of the  
Cottage you're  
staying in.

Don't lose this  
book cause ya have  
to know the rules  
and where  
everything is.

*They know some  
things about your  
past, but what they  
really try to focus on  
is your future.*

**it's OK to be here**

## WELCOME

We take this opportunity to welcome you to Catholic Charities St. Cloud Children's Home/ITU.

- This is a good place because of the people who live and work here.
- This is a place where we learn to respect one another, regardless of our past behaviors and experiences. We invite you to learn with us.
- This is a place where individual differences are not only respected, but embraced and encouraged. We invite you to appreciate differences.
- This is a safe place – together let's work to keep it that way.
- Your opinions and thoughts are important, and we invite you to share them openly.
- This place is about youth and their futures.

We welcome you to our community.

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**THEY ARE  
PRETTY STRICT  
BUT FAIR**

**I liked THE PART  
ABOUT  
CHILDREN'S  
RIGHTS**



# Treatment Philosophy

The St. Cloud Children's Home/ITU places a high value on individual uniqueness and each student's self-worth.

We strive to promote successful experiences for students to encourage personal and interpersonal growth.

We emphasize responsibility for self and others. We believe strongly in the importance of individual responsibility for behavior, as well as the establishment of trusting and caring relationships through which positive change can occur. Particular emphasis is placed on change being viewed as a continual process and each individual has potential for change and the ability to learn through experience.

We provide a caring and trusting environment along with structure, appropriate and necessary limits, and a sense of safety and security in an effort to promote positive change.



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**They all work  
together as a  
team.**

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**They set up a  
program that you  
work on so you get  
better.**

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**I've made some  
friends here – it's  
not so bad a place  
after all!**

# PROGRAMS AND SERVICES

## LOCATION

The St. Cloud Children's Home (SCCH) is located at 1726 Seventh Avenue South, St. Cloud, Minnesota. We are an inpatient residential program. There are seven units, main office building, school, and chapel. Cottage 7 is located at the entrance to the grounds of the Children's Home. Our Intensive Treatment Unit (ITU) is located at 1010 Maryland Lane, Fergus Falls, Minnesota. There is one state-of-the-art building that houses the residents, school, exercise room, and staff offices.

## PROGRAM DESCRIPTION

The St. Cloud Children's Home/ITU provides residential treatment services for students ages 8 to 18. We also provide secure residential treatment, 30-day in-patient assessment services for students ages 11 to 18, and 45-day in-patient assessment services for students ages 8 to 12.

## UNIT STRUCTURE

The unit may be seen as the "base of operation" for growth for the student. It is designed to provide a consistent structure for the student. The mode of treatment incorporates individual responsibilities in all aspects of daily living with the emphasis on meaningful relationships between people. The unit fosters a family-style living atmosphere to help in the process of establishing consistency, security, control and responsibility.



Unit structure regulates the daily living routine of the students. It is monitored by the on-duty Youth Counselors and attempts to teach individual and group responsibility. Students are expected to adhere to rules and routines as they relate to:

- being on time for designated functions (i.e., wake-up, bedtime, school, group sessions, work charges);
- appropriate personal hygiene and basic health care;
- appropriate care of their room and personal belongings;
- resolving personal differences with staff or fellow students;
- rules and daily routines provide the structure and consistency that students need in order to develop healthy daily living routines, incorporation and acceptance of limitations, and a self-initiated level of responsibility.

## UNIT STAFF

Staff consists of full and part-time Youth Counselors, a Cottage Supervisor and a Therapist. Students are provided with 24-hour supervision. All employees receive training in Children's Residential Services Policies and Procedures and in specific areas necessary to complete their job responsibilities. Specific rules and structure vary somewhat from program to program. On the day of arrival, the resident will receive a description of the program and rules for the unit they are placed. Should the resident need assistance in understanding the content of the program description, a Youth Counselor will assist him/her.

## YOUTH COUNSELORS

Youth Counselors provide awake coverage on a 24-hour basis for the students. Each of the Youth Counselors are assigned special duties in accordance with their skills. In general, Youth Counselors are considered the on-line staff and are responsible for the safety and supervision of the students, as well as the implementation of the treatment plan. Youth Counselors are supervised by the Cottage Supervisor.

## COTTAGE SUPERVISOR

The Cottage Supervisor is primarily responsible for the business aspects of the unit, hiring and supervising of Youth Counselors, scheduling, coordinating the treatment plan with the educational and clinical support services staff, and coordinating unit functioning. The Cottage Supervisor is supervised by the Group Life Manager.

## THERAPIST

The therapist is primarily responsible for family, individual and group therapy, and coordinating the development of the treatment plan for each student. They write reviews of the student's progress and maintain the treatment program within the unit. The Therapist is supervised by the Clinical Supervisor.

## FOSTER GRANDPARENT PROGRAM

The St. Cloud Children's Home participates in the Minnesota Foster Grandparent Program. Through their program, foster grandparents work in the units throughout the week. Grandparents provide healthy role modeling and nurturing to students; they do not, however, have a disciplinary or authoritarian role.

## RESIDENTS

Cottages 1, 3, 4, 5 and 6 have a capacity to house twelve students. Cottage 2 has a capacity of nine, Cottage 3+ has a capacity of six students, and the ITU has a capacity of sixteen students. The ages of the students in Cottage 6 are 8 to 12. The ages of the students in the other units are between 11 and 18.



## STUDENT FUNDS

SCCH students receive a weekly allowance. A small amount is deducted from this allowance for the unit activity fund. A small amount may be deducted for a savings account for each student. Students at the ITU get a daily allowance for each day that they make privileges and they do not pay an activity fee. All of their funds go into their savings account. All students are encouraged to keep their money locked in the staff office to avoid loss or theft. They can then request it when they need it. Cosmetic money is available for haircuts and personal hygiene items.

## CLOTHING & PERSONAL ITEMS

Upon placement, all clothing and personal items are inventoried and recorded. This inventory serves as an assessment tool for establishing basic wardrobe needs, as well as a reference for future



needs. In order to have an adequate amount of clothing appropriate to the seasons, the basic wardrobe consists of clothing the student should have prior to placement or should acquire within 30 days of placement.

Students are encouraged not to borrow or lend personal items within the St. Cloud Children's Home/ITU. Staff will not be responsible for any item a student lends to another student. Thus, if an item is damaged or lost as a result of another's use, the owner will suffer the natural consequences of the misuse. If a student brings clothes back with them from a home visit, they should check them in with staff.

Students are not allowed to bring motorized vehicles, weapons, TV's, inappropriate clothing or razor blades. Students are encouraged to bring items from home, which will make their stay here more comfortable and cozy. Students are discouraged from bringing valuable items which could be damaged or stolen during their stay. If a student brings an item of value, they are responsible if it is damaged or stolen.

Students are asked to take all personal belongings with them at the time of discharge. Any personal items left at the time of discharge will be held for 30 days. Immediately following discharge when personal belongings are left behind, a letter will be sent by the Cottage Supervisor to the parent/guardian as listed in record indicating that personal items have been left behind and will be held for 30 days. Any items still remaining after this 30 day time period will be donated to a local charity.

## **BEDDING & TOWELS**

Each student will be provided a clean bath towel, a hand towel and a washcloth, as well as clean sheets, blankets, pillow cases and pillows upon admission. Bedding and linens will be cleaned once a week or more often as needed to maintain a clean, safe environment.



## **LAUNDRY**

Students are expected to do their own laundry on a regular basis. Students who lack experience in this area are instructed by Youth Counselors, grandparents and/or peers. There is a main laundry for all linens.

## **HYGIENE**

Students are expected to maintain appropriate hygiene by taking showers and wearing clean clothing. Hygiene related items such as soap, shampoo, conditioner, toothpaste, toothbrush, comb, deodorant, etc will be made available to the student.



## **NUTRITION**

Food Services are provided through a contracted food service. At SCCH, Lunch and dinner are prepared in the main kitchen and brought to the cottages via carts. The breakfasts and all weekend meals are made in the cottages by unit staff. At the ITU, the students eat all meals in the dining area. All students are encouraged to at least try small portions of all foods being served.

Exceptions can be made via consultation with the Therapist, who in turn, will consult with the dietitian. Special diet considerations can be made for allergies, religious beliefs, medical conditions, etc. If you are on a special diet and have some favorite recipes, you may provide these recipes to the Cottage Supervisor.

## **THERAPEUTIC SERVICES**

### **COUNSELING**

Counseling is available to residents through a variety of resources. Students receive both group and individual counseling from Youth Counselors and the Cottage Supervisor. Recreational counseling is conducted both by Youth Counselors and Certified Recreational Therapists. Spiritual counseling is available through a Youth Ministry Coordinator and Spiritual Services Coordinator. Frequency and length of counseling therapy sessions vary with each student's needs and according to the student individual treatment plan. Students are encouraged to make regular use of all counseling resources.

### **THERAPY**

Individual therapy and family therapy is conducted by the Cottage Therapist. Frequency and length of therapy sessions vary with each student's needs.

### **GROUPS**

Therapeutic groups are facilitated by or under the supervision of the Therapist. Examples of therapeutic groups would include Sexual Abuse Survivors Group, Trauma Group, Adoption Group, Offenders Group and Support Group for Kids of Color. In addition, units have incorporated educational groups into the unit structure. Examples of educational groups would include Health Education and Chemical Awareness Education. Group counseling is also used to address a variety of issues that arise throughout the week. This forum allows students to receive feedback from their peers and staff and can be very helpful in facilitating changes.



### **PARENT EDUCATION**

The St. Cloud Children's Home offers parent education group sessions titled "Parent Support and Education Group." The focus of these group sessions is to bring parents together to gain knowledge, validation, skills and support while working with the residential treatment team. These sessions will be offered continuously through the year; parents will be contacted/informed by mail and

their therapist as to schedule. The sessions will consist of a standard course as well as additional specific topics offered as suggested by parent participants. The course format will be interactive to aid and support parents experiencing residential placement for their child.

### **HEALTH**

#### **HEALTH SERVICES DEPARTMENT**

The Health Services Department of the St. Cloud Children's Home consists of a Registered Nurse, Pediatric Nurse Practitioner, a Licensed Practical Nurse and a Health Services Assistant.

The Health Services Department of the ITU consists of one Family Nurse Practitioner. These professionals provide direct care and consultation during daytime hours. They also supervise the healthcare of students and coordinate services with a variety of medical and dental professionals.

## MEDICATIONS



If a student comes to the St. Cloud Children's Home/ITU with prescribed medication, they will be dispensed by staff according to the doctor's orders. When a medication is changed or a new medication is needed, the benefits and possible side effects will be explained to the student and the parent / legal guardian. Students are expected to take their medication as prescribed with an authorized staff member's supervision. All staff dispensing medication have completed a Medication Administration Course.

## CONSULTANTS

### PSYCHIATRISTS

The St. Cloud Children's Home/ITU employs psychiatric consultants. The Psychiatrists evaluate students and consults with the Therapist regarding the student's treatment needs. He/she also provides psychiatric diagnoses and prescribes medication where indicated.



### PSYCHOLOGISTS

The St. Cloud Children's Home/ITU contracts with Licensed Psychologists. These individuals provide consultation to the Therapist regarding family work and treatment issues. They are available to provide testing to students in the Assessment Unit.

### DIVERSITY CONSULTANT

The Diversity Consultant consults with the Clinical Team regarding specific cultural needs of students. The Diversity Consultant also provides training regarding diversity issues.



### NUTRITIONIST

A consulting nutritionist is available for those students with concerns around food, weight, diet, etc. The Nutritionist provides consultation and direction as it relates to particular diagnostic issues.

## EDUCATION

The St. Cloud Children's Home school program is provided through the Riverwoods School Special Education Department of Minnesota School District #742. The ITU's school program is provided through the Lakes Area Education Center Fergus Falls area Special Education Cooperative #935. Generally, junior and senior high students are placed within the School Program upon admission. Elementary students attend school in the St. Cloud Community at Talahi Elementary School in their contained classroom with the opportunity to be main streamed. A liaison employed by the Children's Home provides transportation and



communicates information regarding students' progress.

These alternative educational experiences focus both on recognizing and providing for the unique needs of each student, as well as bringing up their academic and social skill level to a point where they can function in a mainstream setting. When these have been accomplished, students may be involved in a mainstream experience. The School Social Worker works closely with the students, units, and the public schools to provide each student with the opportunity for a positive experience.

All students are given full school schedules and receive credit as if they were attending community schools. These credits are transferable to any accredited school in the State. Students receive daily school points based on performance and classroom behavior.



### STUDENT COUNCIL

A student council is established at the beginning of each school year at the St. Cloud Children's Home. It consists of elected student representatives and one staff advisor from each unit. Those elected represent their cottage for the entire school year and are required to attend council meetings every other week. They are also responsible for communicating with other members of their cottage by holding a weekly meeting within the unit. The purpose of the Council is to represent the whole student body in the initiating, organizing and planning of agency activities. The Student Council is also used as a problem-solving bridge and can enhance communication between students and staff.

### RECREATION

Students are involved in a variety of recreational activities within the unit, offering challenging and learning experiences in a social setting. Staff organize group outings to encourage students to develop their recreational skills. The Children's Home also has a Lake Cottage where students have the opportunity to swim, canoe and fish. Yet, the students must be behaviorally ready to go on these group outings.



### EXPERIENTIAL LEARNING PROGRAM

The Experiential Learning Program (ELP) at SCCH is a structured recreational program with two Certified Therapeutic Recreation Therapists. The program is designed to assist students in building self-awareness and self-esteem through initiative experiences. It also provides opportunities for initial and advanced skill building in many sports and leisure activities. It is a unique program which combined physical challenge and human relationship building. It utilizes a vast array of techniques and equipment. Included in the programming are team and individual sports, cross-country skiing, winter and summer camping, video technology, wilderness canoe trips, leisure education, mountain biking, an equestrian program, challenge education (rock climbing/repelling), and initiative problem-solving activities.

## **THE CULTIVATING YOUTH PROGRAM**



The purpose of the Cultivating Youth Program is to enrich the lives of youth at the St. Cloud Children's Home through direct gardening experiences under the guidance of experienced gardeners. The foundation of this program rests with the belief that the activity of gardening is inherently therapeutic and emotionally supportive throughout all stages of life. The program's design is to foster knowledge of horticulture, vocational skills, and stewardship of nature.

## **SPIRITUALITY**

The St. Cloud Children's Home/ITU provides a Youth Minister and Spiritual Services Coordinator who are available to assist students in meeting their spiritual needs. We also offer, but do not require, group experiences with religion, worship services, religious education retreats and a variety of other non-denominational experiences.

Various religious groups have opened their doors to us and assist us in providing for the spiritual needs of our students. While the St. Cloud Children's Home/ITU is under the auspices of Catholic Charities, we attempt to meet the individual spiritual needs of all students, regardless of religious/spiritual preference.

### **SPECIAL FRIENDS AND VALUES CLARIFICATION PROGRAMS**

These programs utilize high school and college volunteers that spend significant time building relationships with the students.

### **LOSS AND GRIEF**

The St. Cloud Children's Home/ITU utilizes a curriculum designed specifically for students in a residential setting. This program provides a process of healing and support for those students who are suffering from multiple losses.



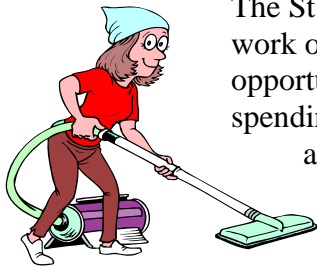
## **CHEMICAL AWARENESS SERVICES PROGRAM**

Many of our students come to us with varying degrees of issues or questions regarding chemical issues. We strive to provide a range of services to meet the needs of each individual student.

1. **Screening:** A Chemical Issues Questionnaire/Screening device is administered to each student to assist in identifying chemically related issues and/or related family chemical issues.
2. **Chemical Dependency Evaluation:** This evaluation consists of two or three individual sessions with the Chemical Awareness Counselor evaluating the severity or existence of various chemical issues such as use, abuse, dependency, or family chemical issues. Diagnosis, referrals, and recommendations are based on students' self-report, testing tools administered, and collateral information obtained through a variety of resources such as parents, school, or placing social workers.
3. **Referrals:** Based on a student's history and diagnosis, a referral will be made to the services determined most appropriate and beneficial for that student. This may include a referral to a primary chemical dependency treatment program or internally to services existing within the agency as follows:

- a. Chemical Abuse Issues Group: A structured education-oriented group which allows students to make an educated evaluation of their chemical use and the effects it has had on their lives. This process will be assisted through the use of values clarification, examining attitudes toward chemical use, and decision making patterns.
- b. Alateen/Alanon: Weekly meetings are held at the St. Cloud Children's Home. Community Alanon members come and help the residents run and facilitate their own Alateen group
- c. Alcoholics Anonymous (AA): Weekly meetings are held at the St. Cloud Children's Home. Community AA members come and help run and facilitate the AA meeting along with the Chemical Awareness Counselor and various cottage staff, if needed.
- d. Narcotics Anonymous (NA): Weekly meetings are held at the St. Cloud Children's Home. Community members come and help run and facilitate the NA meeting along with the Chemical Awareness Counselor and various cottage staff, if needed.
- e. Residents will also be receiving one hour chemical education sessions provided in their cottage by the chemical education liaison.

## WORK EXPERIENCE

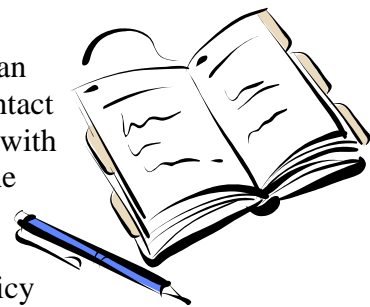


The St. Cloud Children's Home offers various positions for on-ground work opportunities for which students may apply. Students are provided the opportunity to learn basic employment responsibilities while earning extra spending money. Examples of possible positions are: grounds keeping, kitchen aide, housekeeping aide, etc. Criteria for student employment includes satisfactory school performance, continued growth in the individual's treatment plan and a high trust level with unit staff.

## EXPLANATION OF CONTACTS

### CONTACT LIST

Upon admission a student and his/her parents meet with the Therapist in the unit and parents will be asked whom the student can have contact with. The names of these people are placed on a "Contact List". This means that the student cannot have any type of contact with people not on this list – no visits, no phone contact, no letters. If the student were to receive a letter from someone not on this list, it would be returned to that person unopened. If that person were to call, the student would not be permitted to speak to them. This policy is followed to respect the wishes of parents and to keep the student safe.



## COMMUNICATION PLAN



The staff of the St. Cloud Children's Home/ITU believe that it is important that the student and his/her family members have access to as many ways of staying in contact as is possible. At the time of placement a communication plan will be developed and agreed upon by parents, social worker and/or probation officer, and other members of the treatment team. This plan will include a discussion of the various types of contact the student will be allowed during his/her treatment. Specific recommendations may be made by the St. Cloud Children's Home/ITU representative as to frequency, type and duration. A court order may also dictate with whom the student may have contact.

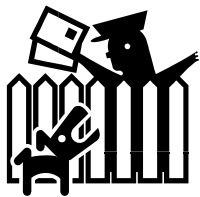
### PHONE CALLS

The St. Cloud Children's Home/ITU believes it is very important that family members of students have access to students in as many ways as possible. We also believe it is important to provide the opportunity for parents and students to remain in touch regarding a student's progress.



One of the means of accomplishing this is through phone contact. At the time of placement, a communication plan will be developed and agreed upon by the extended treatment team and documented in the diagnostic assessment. This plan will include in-coming and out-going phone calls to family members and friends. The Therapist may have specific recommendations regarding this plan based on the student's therapeutic needs. A re-evaluation of this plan can be initiated at any time by a member of the extended treatment team (this includes parents).

With the exception of a court order specifying phone contact, the final decision will be determined by the legal guardian. Students are supervised by staff while making phone calls.



### LETTER WRITING

Students are allowed to write and receive letters as outlined in the communication plan. Stamps and writing supplies will be provided. If a student were to receive a letter from someone who is not on the "Contact List," it would be returned to sender.

### TELECONFERENCING

The St. Cloud Children's Home/ITU now has the capability to provide teleconferencing services. Please talk to your student's Therapist for more information on this benefit for meetings and/or family sessions.

### TREATMENT REPORTS

Reports will be written outlining the issues the student is dealing with, a plan for treatment, and student progress. The student will have an opportunity to review these reports. After reviewing a report, the student



will be asked to sign it. The student does not have to agree with the content of the report. By signing the report, the student is simply indicating that he/she has had a chance to see it. Students may request a copy of this report.

## **VISITATIONS**

Parents and family members  
Children's Home/ITU unless  
24 hours prior notice be



are welcome to visit students here at the otherwise specified by court order. We ask that given, if possible.

## **HOME VISITS**

We believe that the family is an important part of the student's treatment program and, as such, the student needs opportunities to practice new skills in a family setting. Home visits provides those opportunities. We believe that home visits are not vacation times, but in fact, are times to work on family issues. Students are expected to treat them as such. Parents are encouraged to keep expectations and family routine as normal as possible during home visit periods. Home visits may commence immediately or they may not occur for several weeks as determined in the individual treatment plan. Home visits are not denied solely on the basis of behavior, but behavior is one criteria that is considered when scheduling home visits.



Students who travel by public transportation will be asked to sign a commitment to conduct themselves appropriately during the trip. If they do not follow through, they will be denied use of public transportation for their next home visit. They may have the visit, but must arrange other transportation approved by both parents and staff.



## **RULES OF CONDUCT**

Youth receiving services from any program at the St. Cloud Children's Home/ITU should expect that their environment will provide safety and security as they pursue their course of treatment. They should expect respectful, humane, and competent care from all staff. While in care, youth will be living in groups with other students. Living in groups requires that certain standards are adhered to so that safety, security, well-being and opportunities for growth are permitted.

1. **TREAT YOURSELF AND OTHERS WITH RESPECT AND DIGNITY.**  
Behaviors deemed disrespectful, sexist, racist harassing and/or intimidating will be confronted.
2. **LAY LOW**  
When staff members are required to respond to an emergency situation, you are expected to steer clear of the situation – Chill!

### 3. UNAUTHORIZED AREAS

The St. Cloud Children's Home/ITU has several areas that we consider dangerous without proper supervision. We request that you restrict yourself from these areas unless you have the proper supervision. These areas at SCCH are: Barn/stable area and horses, greenhouse, rope courses, gym area, vehicles, garages, main kitchen, and the Cottage 2 courtyard. These areas at ITU are: exercise room, vehicles, garages, main kitchen, and the courtyard.

### 4. DAMAGED PROPERTY

Intentional/willful damage to property will not be tolerated. If you damage property, you may be held accountable for assuming the costs to replace or repair damages.

### 5. LEAVING GROUNDS WITHOUT PERMISSION

The St. Cloud Children's Home/ITU views leaving grounds without permission as a breach of the treatment commitment.

### 6. WEAPONS

The St. Cloud Children's Home/ITU views possession of weapons or look-alike weapons as a danger and they will not be tolerated.

### 7. GANG AFFILIATION

There will be no displaying of gang colors, symbols and/or gestures. While we recognize that many of these behaviors may be survival skills in your home community, we believe they are not necessary here. Creating an atmosphere which allows students to feel safe is important if we are to aid in making changes. The tolerance of gang related activities is not conducive to creating a caring and growth-producing environment.



### 8. SMOKING POLICY

The St. Cloud Children's Home/ITU's buildings, grounds, and vehicles are smoke-free. Use of tobacco products is not permitted.

### 9. MOOD ALTERING CHEMICALS

It is our goal at the St. Cloud Children's Home/ITU to provide meaningful treatment for students. The use of mood altering chemicals or any other chemical not prescribed by a physician (prescription drugs will be used in the exact manner prescribed by the physician) while in our program would complicate an already difficult task for both yourself and the clinical team. We strongly believe that the use of mood altering chemicals, or any other chemical not prescribed by a physician, would hinder the treatment process significantly for both you and other students in our program.

Prior to placement, we expect a commitment from you to abstain from the use of mood altering chemicals, or any other chemical not prescribed by a physician, during your entire treatment process, including while you are on home visits.

When it is clear that you are under the influence of mood altering chemicals, you may be transported to a facility which has been deemed most appropriate for you (e.g., detoxification center, hospital) for your safety and the safety of all other students.

You will not be allowed to wear any chemically related clothing, to be in possession of chemically oriented magazines or posters, or to be in possession of chemical use paraphernalia.

Any of the following will be considered a violation of this commitment:

1. Possession of chemicals;
2. Chemical use;
3. Bragging about chemical use or excessive talk about chemical use in a negative manner;
4. Supplying chemicals to other students;
5. Influencing others to use chemicals;
6. Possession of any type of chemical use paraphernalia.

#### 10. ASSAULTIVE THREATS AND/OR BEHAVIOR

Threatening to harm yourself or others, or behavior that places you or others in jeopardy will have consequences. We reserve the right to withhold/restrict some items due to issues of self-harm. This may include (but not limited to) such things as bedding items, some clothing items, shoe laces, sharp items, etc.

#### 11. PHYSICAL BOUNDARIES

Your physical boundaries as well as those of other students and staff must be respected. Touch viewed as sexualized, intrusive, or harassing will not be allowed and may be grounds for legal action.

#### 12. THERAPEUTIC INTERACTIONS

Students are expected to abide by the rules of their unit and the school program. Demonstrations of respectful and responsible behavior will result in greater trust and more privileges and freedom. Building positive relationships with your peers and staff will enhance your satisfactory completion of your treatment at the St. Cloud Children's Home/ITU.

IF YOU HAVE ANY QUESTIONS ABOUT RULES OF CONDUCT, PLEASE ASK A STAFF MEMBER.

<p><b>RULES OF CONDUCT VIOLATIONS WILL HAVE CONSEQUENCES.</b></p> <p>Variations in consequences will be based on each student's Individual Treatment Plan. Violations may result in one or more of the following actions:</p>	<ul style="list-style-type: none"> <li>➤ Loss of privileges</li> <li>➤ Time Out</li> <li>➤ Fines</li> <li>➤ Additional chores</li> <li>➤ Therapeutic assignments</li> <li>➤ Making amends</li> <li>➤ Meeting with peer group</li> <li>➤ Meeting with cottage staff</li> <li>➤ Placement on Risk Status</li> <li>➤ Legal consequences</li> </ul>	<ul style="list-style-type: none"> <li>➤ Involvement of parents/guardians in consequences</li> <li>➤ Physical hold and/or Quiet Room Placement for behavior that puts self or others in danger</li> <li>➤ Review of appropriateness of placement</li> </ul>
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# **DISCIPLINE**

Discipline should be used as a learning experience and should reflect displeasure with behavior, rather than with the child personally. Discipline should serve to assist children in developing the experience and self-control necessary to gradually assume responsibilities, make daily living decisions, and learn to live in reasonable conformity to accepted levels of social behavior. Discipline and behavior control techniques should be used in a progressive manner. The least restrictive and least punitive methods should be used first. The child's age, developmental level, cultural background, any disability, abuse history, and gender must be taken into consideration. Discipline will be more effective if it is based on a healthy relationship between the adult and child. The discipline recommendations in a resident's individual Treatment Plan and/or the resident's Individual Education Plan (IEP) will take precedence over the discipline policy in cases where there is a conflict. Students will be treated with respect at all times. We do not engage in punitive responses to behaviors.

## **RESTRICTIVE TECHNIQUES**

### **PHYSICAL HOLDING**

Physical holds are utilized only when a student's behavior is clearly an imminent threat of danger to him/herself or others. A holding will last only as long as is necessary to calm the student. A student will be told at the appropriate time by the person doing the physical holding why this procedure is being used and what is expected of the student for termination of the hold. During the entire course of the holding, the student will be treated with respect. Children's Residential Services policies and procedures prohibit the use of mechanical or chemical restraints.

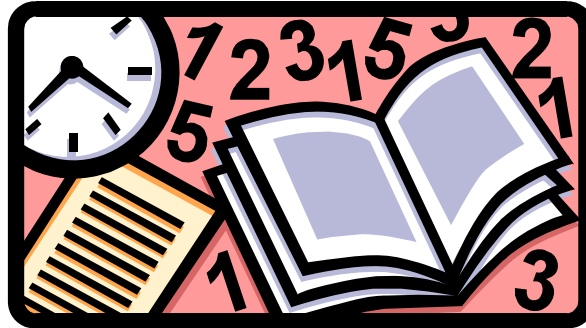
### **ISOLATION**

Isolation is used on an emergency basis when a student's behavior poses an imminent physical threat to him/herself or others. A student will be told at the appropriate time by the person monitoring the student why isolation is being used and what is expected of the student in order to be removed from isolation. During the entire isolation, the student will be treated with respect. The decision to place a student in isolation rests with the Director of the Agency or his/her previously authorized staff, such as a mental health professional. This includes the Clinical Supervisor, Cottage Therapist or the administrative on-call representative. If a student is in locked isolation for security reasons, the following conditions must prevail:

1. The staff on duty must be able to see or hear the student at all times.
2. All doors to the Quiet Room must open out and any locks to these doors are keyless.
3. Smoke and fire monitoring devices must be an inherent part of the room.
4. The staff will complete a form, documenting the reason for the placement and recording the student's behavior every 15 minutes. When a decision is made to end the placement, the rationale for this decision will also be recorded on the form.
5. Switches to control lights, heat and ventilation will be located immediately outside the room.
6. All dangerous objects will be removed from the student prior to placement in the room.
7. Students will be allowed regular meals and bathroom privileges.
8. Parents/guardians and social workers will be informed when the technique has been used.

## TIME-OUTS

When a student is having difficulties which result in them being overly disruptive to the treatment environment, one of the less restrictive interventions used may be a time-out. Time-out provides an opportunity for students to be removed from peers for the purpose of calming their behavior and processing issues. Time-out may be implemented as specified in a student's individual treatment plan with regard to a specific behavior. A student will be told at the appropriate time by the person monitoring the child why the time-out is being used and what is expected of the child in order to be removed from time-out.



students to be removed from time-out. A student removed to a time-out area is under constant staff supervision and retains the right to regular bathroom visits and meal times. During the entire course of the time-out, the student will be treated with respect.

## RESIDENT RIGHTS AND BASIC SERVICES AT THE ST. CLOUD CHILDREN'S HOME/ITU

This agency adheres in its policies and procedures to the following rights of children in our care.

1. Every child has the right to enjoy freedom of thought and action in consideration of their conscience, spirituality and cultural identity and the right to reasonable observance of cultural and ethnic practice and religion.
2. Every child has the right to a reasonable degree of privacy.
3. Every child has the right to be involved in the planning of their treatment program and informed of this plan, including diagnosis in a language which s/he can understand.
4. Every child has the right to positive and proactive adult guidance, support and supervision.
5. Every child has the right to be free from abuse, neglect, inhumane treatment, and sexual exploitation.
6. Every child has the right to adequate medical care.
7. Every child has the right to nutritious and sufficient meals, sufficient clothing and housing and to live in clean, safe surroundings.
8. Every child has the right to receive a public education.
9. Every child has the right to reasonable communication and visitation with adults outside of the facility which may include a parent, extended family members, siblings, a legal guardian, case worker, attorney, therapist, physician, religious advisor and case manager in accordance with the resident's case plan unless to do so would endanger his or her safety or interfere with his/her treatment plan.
10. Every child has a right to daily bathing or showering and reasonable use of materials including culturally specific appropriate skin care and hair care products or any special assistance necessary to maintain an acceptable level of personal hygiene.
11. Every child has the right to protection and advocacy services, including the appropriate state-appointed ombudsman.
12. Every child has the right to retain and use a reasonable amount of personal property.
13. Every child has a right to courteous and respectful treatment.
14. Every child has the rights stated in Minnesota Statutes, sections 144.651 and 253B.03.
15. Every Child has the right to be free of bias and harassment regarding race, gender, age, disability, spirituality and sexual orientation.

16. Every child has the right to be informed of all their rights and grievance procedures, and to have heard any appeal s/he may have in reference to the violation of his/her rights.
17. Every child has the right to be free from restraint or seclusion used for purposes other than to protect the resident from imminent danger to self or others.
18. Every child has the right to be informed of services prior to or at the time of placement.
19. Every child has the right to know the rules and regulations of the program.
20. Every child has the right to parental visitation, unless parental rights have been terminated or restrained by court order.
21. Every child has the right to send and receive mail, unless to do so would endanger his/her safety or interfere with his/her treatment program.
22. Every child has the right to have his/her opinions and questions heard and responded to in a prompt and reasonable time frame.
23. Every child has the right to be protected from all forms of sexual exploitation.
24. Every child has the right to know the names, professional status and role of all staff persons concerned with his/her treatment program.
25. Every child has the right to the least restrictive conditions necessary to achieve quality treatment and care.
26. Every child has the right to refuse to perform labor or services for the facility unless those activities are included for therapeutic or goal-related purposes and are part of the documented treatment plan.
27. Every child has the right to privacy of records.
28. Every child has the right to informed consent and/or refusal in regard to participation in research.
29. Every child has the right to know and participate in his/her discharge planning.

\*These rights are based on the Patients Bills of Rights. A complete copy of this Bill of Rights can be obtained by any child by contacting the Board of Medical Examiners at (612) 642-0538.

## **PARENTAL RIGHTS AT THE ST. CLOUD CHILDREN'S HOME/ITU**

This agency adheres in its policies and procedures to the following principles regarding the rights of parents, unless they are contraindicated by court order or placing agency directives.

1. Parents have the right to know where their child is and how s/he is being treated.
2. Parents have the right to know what the program for their child is and to expect that the agency will keep them informed and abreast of significant events of treatment planning.
3. The parents have the right to visit their child at the facility during normal business hours, or times arranged with appropriate personnel.
4. Parents have the right to ongoing communication with their child.
5. Parents have the right to be informed of decision making affecting their child's life.
6. Parents have the right to communicate openly and freely with agency staff.
7. Parents have the right to know the discharge plan for their child.
8. Parents have the right to be heard, to communicate their grievances to agency staff, and to expect that the disagreement or grievance will be heard or acted upon.
9. Parents have the right to expect the agency will relate to them as "partners" in the treatment of their child.
10. Parents have the right to expect honest, courteous and considerate treatment from agency staff.
11. Parents have the right to expect their child to have home visits, when appropriate.
12. Parents have the right to send and receive mail and have telephone contact with their child.

13. Parents have the right to expect that their child will not be verbally, physically, sexually, or emotionally harmed by staff members of the St. Cloud Children's Home/ITU.
14. Parents have the right to know the agency's policy and procedures established to safeguard the health and welfare of their child.
15. Parents have the right to know that the facility employs professional, caring adults who will work with their child.
16. Parents have the right to expect that the primary goal of this agency is to return their child to them or to the community in a less restrictive setting as quickly as possible.

This agency adheres in its policies and procedures to the following principles regarding the rights of parents, unless they are contraindicated by court order or placing agency directives.

## **YOUR PRIVACY RIGHTS**

Information about your rights under the Minnesota Data Practices Act

The Minnesota Government Data Practices Act seeks to protect the privacy of the individual about whom government agencies, their subdivisions, and agencies under contract with them, collect data. The Minnesota Government Data Practices Act also facilitates the release of information which is public. The information on this sheet applies to your current and future contacts with this agency, whether the contact is in person, by mail, or by phone.

The Act requires that whenever we ask you to provide us with private or confidential information about yourself, that you be told:

1. The purpose and intended use of the data within this agency;
2. The legal requirements, if any, of providing information;
3. The consequences of providing or refusing to provide the information requested
4. The identity of other persons or agencies authorized by statute to receive the information.

### **PURPOSE**

The purposes of the information we collect from you are listed below:

1. Determine your eligibility for services provided by this agency;
2. Provide effective care and treatment of medical, psychological, and educational concerns;
3. Determine your ability to pay for medical treatment or other aids and services provided to you or to other persons for whom you are responsible;
4. Prepare statistical reports and evaluations;
5. Collect reimbursement from other agencies or individuals for services or assistance we give you;
6. Determine whether you or your children need protective services;
7. Evaluate and monitor license applications.

### **LEGAL REQUIREMENTS**

In most cases, you are not legally required to provide the information requested. If you are legally required to supply the information requested, you will be informed of the law which requires it. If you do not provide the information requested, we may not be able to determine

your eligibility for the services you request. In some cases, giving you the services will be delayed or otherwise hindered if you refuse to provide the information.

### **MINORS**

If you are a minor, you have the right to request that private data about you be kept from your parents. You must make the request in writing and must explain why you wish this data to be withheld and what you expect the consequences of this activity will be. If the agency agrees that withholding the information from your parents is in your best interests, it will not be shown to your parents.

### **SHARING INFORMATION**

The information you provide will be shared only under the following circumstances:

1. The agency employees for administrative case consultation, supervision, billing and diagnostic purposes;
2. To individuals, persons, agencies, institutions or organizations you authorize sharing via a valid consent for release of information;
3. To a court via a valid court order;
4. To administer federal funds or programs;
5. To appropriate law enforcement personnel who are acting in an investigation, prosecution, criminal or civil proceedings relating to the administration of a program;
6. To appropriate parties in an emergency;
7. To representatives of the county human services, accreditation and licensing reviewers, who may monitor and evaluate our delivery of services.

Details about how the information will be shared may be provided on the forms you will be asked to complete. Additional information is also available from the staff persons assisting you.

### **INVOLVEMENT OF LAW ENFORCEMENT**

The St. Cloud Children's Home/ITU staff will do their utmost to manage all situations regarding residents while they are involved in our Programs. The following criteria will be utilized to guide staff in determining the need to involve Law Enforcement directly.

1. The situation is deemed to be jeopardizing the safety of residents, staff and/or community and the resident cannot be redirected or the situation deescalated with all available Program resources and the situation has moved beyond the resources and/or capability of the Program to maintain safety;
2. If a resident leaves the Program site and it is determined by Program staff that the Program resources are inadequate and/or the circumstances have moved beyond the capability of the Program staff to keep the resident or others safe;
3. If a reportable offense has occurred such as assault, harassment, or other violation of the law that requires Law Enforcement intervention or involvement;
4. Existence of an emergency requiring assistance in Emergency Management;
5. When a resident Treatment Plan, as agreed to by appropriate parties, dictates situations when Law enforcement will be involved;
6. If the Program is required to make a mandated report to Law Enforcement. In these situations parents/guardians may not be notified as dictated by statute;
7. If the situation requires removal of the resident from the Program for safety reasons and is beyond the capabilities of the Program to transport the client.

## **OTHER RIGHTS**

1. You have the right to know what information is maintained about you;
2. You have the right to view all public and private information about you maintained by this agency. This includes the right for you to authorize other persons or agencies to view it;
3. You have the right to have data to which you have access explained to you;
4. You have the right to request copies of the information to which you have access. You may, however, be required to pay for the cost of those copies;
5. You have the right to challenge the accuracy or completeness of any private information in your records. If you wish to challenge any information, write to the responsible authority of the agency which has your records. You may also talk to the person at the agency who works with you. Your challenge will be answered in thirty (30) days;
6. You have the right to insert your own explanation of anything you object to in your records. The explanation will be attached any time information is shared with another agency;
7. You have the right to appeal decisions made by the responsible authority about the accuracy or completeness of your records. **To file an appeal, write to:**  
**Commissioner of Administration**  
**Data Privacy Office, State of Minnesota**  
**50 Sherburne Avenue**  
**St. Paul, MN 55155**




Your appeal should include:

- \* Your name, address and telephone number;
- \* The name of the Commissioner of Public Welfare;
- \* The name of the agency involved in your appeal;
- \* A description of the nature of the dispute, including a description of the data.

You must file this appeal within sixty (60) days of the action being appealed.

## **GRIEVANCE PROCEDURE**

We believe in and support the rights of all persons who receive services from the St. Cloud Children's Home/ITU to be heard if they have a concern. If you have a grievance regarding the services of the St. Cloud Children's Home/ITU, please follow our grievance procedure below.

1. Try to resolve with the person you believe responsible for the complaint or concern. If not possible or uncomfortable 
2. Submit the grievance form (available from any staff member) to your assigned Therapist or Unit Supervisor for resolution. If not possible, uncomfortable, or resolution is not to your satisfaction, the grievance form goes to:
3. The Clinical Supervisor. If resolution is not to your agreement this form goes to: 
4. The Children's Residential Program Manager. If resolution is not to your agreement this form goes to: 
5. The Director of Residential and Day Services who will attempt resolution or may call a meeting of all interested persons to resolve the issue. Documentation of this attempt will be sent to all interested parties and placed in the case record.

# MANDATORY REPORTING OF MALTREATMENT OF MINORS

All St. Cloud Children's Home/ITU administrators, supervisors and direct care staff are mandated by law to report suspected neglect, physical abuse or sexual abuse. All staff are trained and updated yearly in the Maltreatment to Minors Act. Whenever maltreatment is suspected or observed, whether it occurred within the St. Cloud Children's Home/ITU or occurred off campus, a report will be made to the proper authorities. Depending on the circumstances, this report may be made to local Law Enforcement, County Human Service or State Department of Human Services.

## OFFICE OF THE OMBUDSMAN

What is an Ombudsman? An ombudsman is an official who is designated to help you to overcome delay, injustice, or impersonal delivery of services.

The Minnesota Legislature created the Office of the Ombudsman for Mental Health and Mental Retardation in 1987. The Office is an independent state agency which helps persons receiving services for mental illness, developmental disabilities (mental retardation) and chemical dependency. The Office also assists children and adolescents with emotional disturbance.



Why would I call the Ombudsman Office? You might call the Ombudsman Office because of:

- A concern or complaint about services
- A question about rights
- A grievance
- An idea for making services better
- A need for information about services.

If you make a complaint in good faith, the Ombudsman Law protects you from retaliation. You may call, write or visit the Office of the Ombudsman:

**21 7th Place E, Suite 420  
Metro Square Bldg  
St. Paul, MN 55101  
651-296-3848 or 1-800-657-3506 or MN Relay Service 711**

What are the Priorities of the Ombudsman Office? The office tries to resolve concerns or complaints in a way that improves the quality of care received by persons with mental illness or retardation. The office gives special priority to:

- Matters affecting the health, safety or welfare of clients.
- Laws and rules and their effect on mental health services.
- Policies or practices that diminish the dignity or independence of persons using services.
- Situations of abuse or neglect or the disregard of a person's rights.

- Deaths and serious injuries of persons treated in a residential, non-residential or acute care program.
- Quality of services.

## **OTHER OMBUDSMEN**

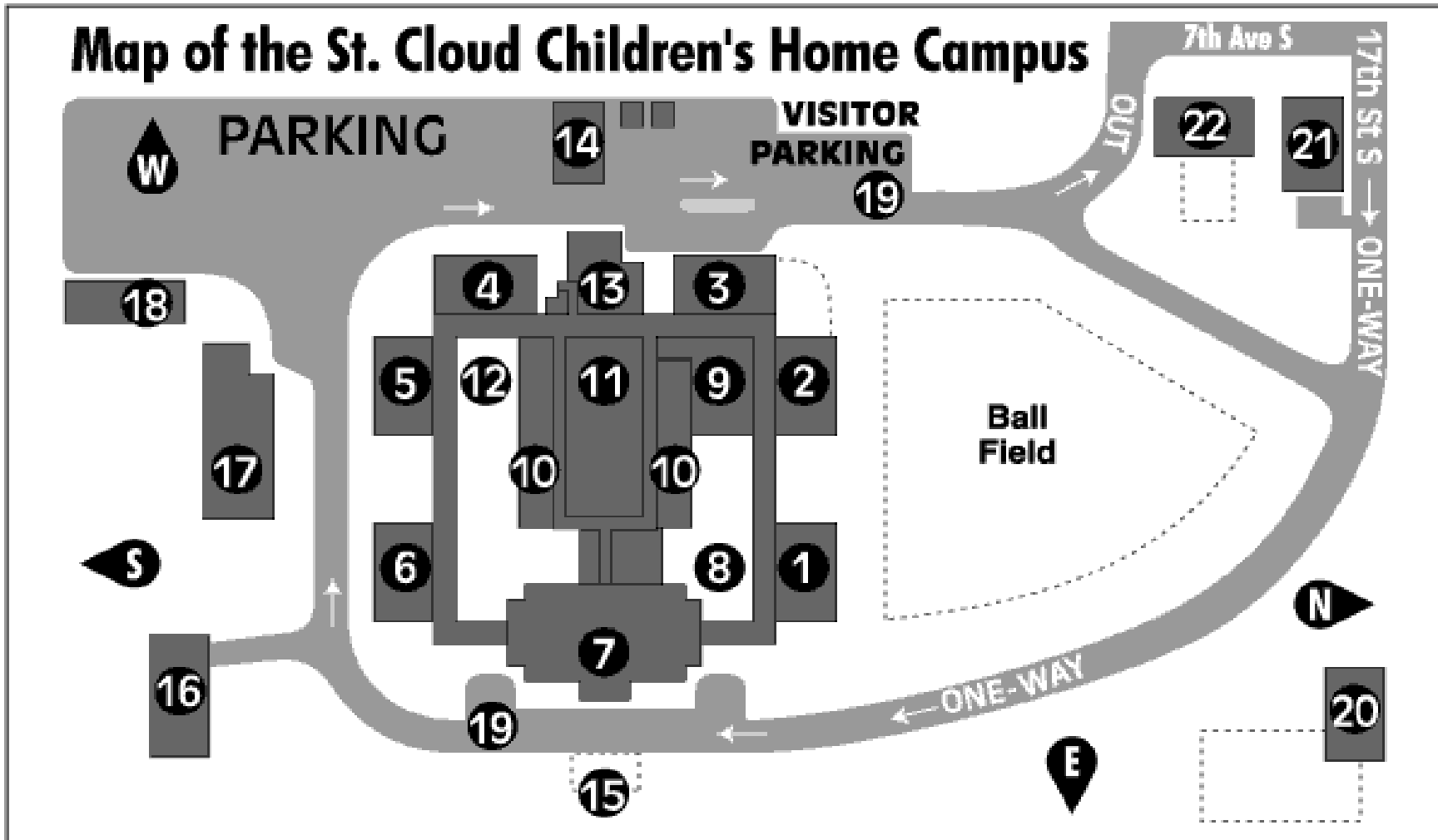
Besides Ombudsmen who work specifically for people with mental illness and retardation, there are ombudsmen who help people from specific communities of color. There is also an Ombudsman for Corrections.

## **INFORMATION GATHERING**

The St. Cloud Children's Home/ITU has an ongoing evaluation program that includes the collection of outcome and follow-up data on students and their families. This information is confidential, and the names of students and parents are not identified in any publications. This information is not specific to any one student. This information may be used for reporting purposes to other agencies and as an evaluation tool to help us in making changes and/or improvements in our services. The comprehensive data may also be used in research publications to further the scientific knowledge base in the field.

Rev 3-7-08  
10-31-08  
11-19-08  
12-9-09  
1-8-10

# Map of the St. Cloud Children's Home Campus



**KEY:**

- 1. Cottage One
- 2. Cottage Two
- 3. Cottage Three
- 4. Cottage Four
- 5. Cottage Five
- 6. Cottage Six

- 7. Administration & Guest Reception
- 8. North Courtyard
- 9. Dining & Meeting
- 10. Classrooms
- 11. Chapel: Upper lvl  
Gym: Lower level

- 12. South Courtyard
- 13. Service area:  
Maintenance  
Kitchen  
Laundry
- 14. Loading Dock
- 15. River Deck

- 16. Parish House
- 17. Busch Center
- 18. Garages
- 19. Visitor Parking
- 20. Barn & Stable
- 21. Cottage Seven
- 22. Day Treatment