



RESIDENT AND PARENT HANDBOOK

Revised and Updated: 4/17/2020

WELCOME TO HITTLE HOUSE!

While you are here with us you will be working very hard to gain a better understanding of yourself and others. You will be working with a team of specially trained people who are here to help you. This team will include your doctor, psychiatrist, nurse, therapist, counselors and teachers.

It is our purpose to help you work through some very difficult issues that have caused you some problems interacting with peers, siblings and adults. Every day that you are here will be a very busy one. You will attend school onsite. You will attend several groups every week and see your individual therapist several times per week. You will be setting weekly goals both therapeutic and behavioral in nature. You will also have time for recreational activities during your stay with us.

Your family will be working with you during your stay here also. Some of this work will be done together with family members and some separate from them. If for some reason your family won't be involved in your work here, there is still a lot you can accomplish with the help of your treatment team. The benefits of your efforts here will last a lifetime.

Contact Information

Phone: (614) 443-5454

Email: contact@hittlehouse.com

Website: <http://hittlehouse.com>

Rules and Responsibilities

Accepting responsibility is a major goal of treatment program. Your responsibilities include:

- Be an active member of your treatment team and make an effort to accomplish your goals
- Attend all therapy sessions and activities and completing all homework assignments
- Getting up at 7am and going to bed at 9pm. Wake up time is later on weekends
- You are expected to keep your room clean and will share the responsibility for keeping the unit clean
- Drugs, alcohol, cigarettes, flammables and sharp objects are NOT allowed on the unit
- Gambling, stealing, lending, or borrowing is not allowed
- You will not be allowed to have money in your possession

Unacceptable Behavior

The following behaviors are unacceptable and at Hittle House are known as THE BIG TEN:

- **KEEP PERSONAL SPACE**
- **NO SEXUALLY INAPPROPRIATE BEHAVIOR**
- **NO PHYSICAL HARM TO SELF OR OTHERS**
- **NO PROPERTY DAMAGE**
- **NO INAPPROPRIATE LANGUAGE**
- **NO THEFT/STEALING**
- **NO GROOMING**
- **NO STAFF JUMPING**
- **NO AWOL**
- **NO VERBAL ASSAULTS OR THREATS**

Rights of Children

All residents are informed of and receive a copy of their rights as a part of the admissions process. These rights shall include the following:

The Right to...

- Enjoy freedom of thought, conscience, and religion or to abstain from the practice of religion
- Reasonable enjoyment of privacy
- Have his opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting his life
- Receive appropriate and reasonable adult guidance, support and supervision
- Be free from physical and inhumane treatment
- Be protected from all forms of sexual exploitation
- Right to participate in an appropriate educational program
- Receive adequate and appropriate medical care
- Receive adequate and appropriate food, clothing and shelter
- Have his personal property in accordance with the child's service or case plan
- Live in a clean and safe environment
- Communicate with family and friends and "significant others" from whom he is living apart in accordance with the child's service or case plan
- Be taught to fulfill appropriate responsibilities to himself and others.

Complaint Policy for Residents and/or Family

A complaint or grievance may be filed in accordance with the facility procedures, by any client, family member, significant other, guardian or other interested parties, who feels that a resident's treatment at Hittle House has been unjust or inequitable or that any of **his civil rights** have been violated. This grievance should be in written form with the following information provided:

- Written form, signed by resident or individual filing the grievance
- Date and approximate time of incident, description of incident with individuals involved to include staff and/or other residents

Any client, family member, significant other, guardian, or other interested party that identifies an issue that presents a conflict in the care that the resident is receiving shall be encouraged to address that issue with the following classes of staff in order of priority listed:

- Direct Staff (Behavioral Support Specialist, Program Nurse, Clinician, or Treating Physician)
- Clinical Director
- Executive Director
- Clients Rights Officer

The program will investigate and make resolution within 30 calendar days of the date the grievance was filed and resolution will be filed in the child's record. If the complaint or grievance is filed by someone other than the resident, the resident shall be notified. If the resident objects to any further consideration of the complaint/grievance, the grievant shall be so informed and the grievance shall be closed accordingly. All measures will be taken to ensure that no child or staff person will retaliate against the complainant.

Reporting of Alleged Child Abuse and/Neglect

Suspected acts of child abuse and/or neglect of a child in care or otherwise will immediately be reported to the custodial agency and law enforcement. Hittle House will keep a written record of all allegations and contacts regarding such incidents for further review. It is important for the resident and resident's families to understand that any employee or affiliate of Hittle House is a state-mandated reporter and it is our duty to preserve and protect the rights of children.

Policy on Sexual Contact Between Youth and/or Staff

Given the unique nature of the resident population we serve, this policy, should it be violated by any staff member, may result in immediate termination from employment.

Every child has the right to privacy and to feel safe in their living environment. Hittle House will institute the following policy to ensure this:

Every resident at Hittle House will have their own private bedroom and private bathrooms. Residents are required to respect the personal space and belongings of all other residents on the living unit. An immediate level drop will be instituted for any resident entering another resident's bedroom or bathroom. Staff should never enter a resident's bedroom without another staff present.

Hittle House will have 24-hour video surveillance of the facility, but will not rely on this to monitor residents.

Residents at Hittle House WILL NOT be left unsupervised for any reason except in the restroom to shower and change clothes. Staff supervision is and will be the priority at all times. NO EXCEPTIONS

Any resident having sexual contact with another resident will be given an immediate level drop and be placed on restricted-movement status (i.e. limited contact with other residents) to ensure program and resident safety. Hittle House will contact the custodial agencies of all involved residents within 24 hours of the incident. Hittle House will work with the custodial agency to determine the appropriate follow-up measures to take. Any staff member involved in any sexual contact with a resident will be reported to the authorities and terminated from employment.

Behavioral Intervention Policy

“Behavior management must be more than just devising techniques to make children do what we want them to do. We can do that; we have all the rewards and consequences and techniques, but do they meet the child’s needs? Do they treat the child with dignity? A troubled child will answer these questions for you. You will know quickly and clearly whether you have met a need or only managed a behavior for a time.” (Tobin, 1991, pg. 40)

Almost all residential programs are based on a behavior management level system. This residential facility however will incorporate the thought process restructuring of traumatic echoes throughout the levels, while at the same time, helping the child to manage his/her own behavior. It is important to remember that no program is fool proof and that adjustments must be tailored to fit the child’s developmental and individual needs. Any intervention must come from security and empathy. Successful intervention usually combines both a cognitive and behavioral component to managing harmful behaviors.

All attempts to verbally deescalate a situation will be utilized before any physical intervention will be considered.

HITTLE HOUSE will do the following:

- Separate the behavior from the child
- The treatment team will pick their battles. Behaviors need to be prioritized to determine their importance
- Children who exhibit a negative behavior will be encouraged to elicit a positive behavior. We will not raise our voices to elicit a positive behavior, as this escalates the problem or negative behavior
- The treatment team will identify and establish standards of behavior that the child can understand and fulfill
- Treatment team members will model and/or demonstrate appropriate behavior
- The treatment team will develop cues or signals to help the child remember the “new” behavior
- The treatment team will take into consideration the abilities or disabilities of the child when carrying out this policy
- Behavioral intervention will NOT include the use of chemical restraints, isolation in a locked room, or mechanical restraints
- The use of physical restraint shall only be used by those trained to do so
- The use of physical restraint will only be utilized for the child’s protection from injury, self-protection from the child, or to protect another person from injury from the child
- The treatment team will identify and establish standards of performance that are understood by the child
- The treatment team will set the child up to succeed

HITTLE HOUSE will establish a system where instances of behavior that are a danger to a child or to others shall be brought to the attention of appropriately trained behavior management staff. All staff of HITTLE HOUSE will be trained by John Williamson to administer the approved restraint techniques. He is a certified instructor of the Safe Crisis Management System.

HITTLE HOUSE, in accordance with Safe Crisis Management philosophy on physical restraint, will use single and multiple person escorts and assists based on the least restrictive force necessary. Trainer John Williamson will set a curriculum that will teach all staff the necessity of safety and dignity when using any of the approved assists. They will also be trained on primary and secondary interventions that may bypass the need for physical intervention altogether. Along with the emergency safety interventions will be tertiary functions that will help with resolution when emergency safety interventions are necessary.

HITTLE HOUSE will use all of the following escorts and assists. Pictures as well as the entire training manual are on site and available for review at any time.

HITTLE HOUSE will use single and multiple persons right and left extended arm assists for basic escorts. We will utilize a hook transport escort, which can be single or multiple persons. We will utilize single and multiple persons; crossed arm assists, biceps assists, cradle assists, shoulder assists, and upper torso assists (for 12 years and up). These will be standing assists. We will also utilize seated cradle, biceps, and upper torso (Upper torso for 12 years and up). These assists can also be single or multiple person assists. We will utilize single and multiple persons supine assists. These will consist of supine torso, supine extension. We will utilize side assists. All holds are medically reviewed for safety and are directed at positive outcomes.

All staff trained in Safe Crisis Management will be required to have 18 hours of initial training for certification. This will include 9 hours of the SCM theory and 9 hours of the physical interventions.

HITTLE HOUSE will not use isolation. With regards to physical restraint and/or unusual incidents, HITTLE HOUSE will establish an ongoing system for collecting and reviewing monthly aggregate data that reflects the use of restrictive treatment elements, including the number of physical restraints, the names of staff members who participate in each instance of restraint, the range and average length of physical restraint, and unusual incidents and injuries, in addition to the critical incident report. When it has been identified that there is an unusually high incidence of the use of physical restraint, the Clinical Director and Directors will conduct a monthly review of the agency's policies on behavior intervention and physical restraint to determine how such incidents can be lowered. This aggregate incident report will be on file for review at all times.

Examples of Behavioral Interventions that will be utilized first, as they are the least restrictive:

Failure to earn points	Swear Box	Loss of earned free time
Loss of radio time	Extra academic assignments	Complete a Thinking Report
Loss of lounge privileges	Time out	calming down period
Loss of movie time	Healthy snack	Safety watch status
Extra chore duty	Exercise & walk	AWOL watch status
Early Bedtime	Writing assignment	Relaxation techniques
Loss of field trip	Deep breathing exercise	Loss of points/cash in
Taking "5"	Therapeutic assignments	Parental Intervention

No person shall assign any alternative, new or restrictive intervention unless the child's Clinician has designed a Behavioral Intervention Plan (BIP) to do so. These will be done on a case-by-case basis and evaluated and approved by a guardian every 7 days or more frequently if necessary.

Resident Daily Goals

You will be given a monthly goal sheet with individualized goals that you are required to meet daily. You will be scored on first and second shift on your ability to meet your daily goals and expectations. You will be given a copy so that you know what is expected of you and what you should be working on. The scored copy will be maintained in your team's binder. Your daily scores determine your compliance scores and compliance scores determine your level. Your level determines your privileges. Your goals will change once you have mastered them. In order to master a goal, you must have received a "2" more than 85% of the month on each specific goal. Then you will be given new goals to replace the mastered goal. The scoring is as follows; 2- meets expectations 1- needs improvement and 0- unacceptable.

Hittle House Level System

Here is your guide to help you through the level system while here at Hittle House. This will show you the best way to earn and maintain your level. Through your hard work and dedication will come reward. Each level will, along with color, have a name to help remind you where you are, and where you are going.

The Levels

Black – Respect

- Respect is the main component to everything at Hittle House. Every day you should be working on two things; Staff and Peer respect. Work hard on keeping your consequences down and your team moral up. This will help you progress toward Orange level.

Orange – Honesty

- Honesty should be your key focus while on Orange level. Honesty with staff, honesty with peers, and most of all, honesty with yourself. You should be playing an active role while in therapy as well. Therapy is key to progress at Hittle House. Your therapists play a big role in deciding if you are ready for your level or not. Don't forget everything thing you learned along the way while you were on Black level. Respect! This will help you progress toward Yellow level.

Yellow – Accountability

- Accountability is defined as, an obligation or willingness to accept responsibility for your actions. While on Yellow level you should be accepting responsibility for your own actions. It's not always easy, but it's a part of life. Remember what you've learned along the way. You shouldn't be getting consequences for silly things like standing in your doorway anymore. That's respect for staff, and respect for your peers. You shouldn't be accused of lying. Staff should trust you. That's honesty. You shouldn't be having the same issues in therapy that you were a few months ago. You should be making significant progress. You should be becoming a leader of your team. More importantly, leading by example. This will help you progress toward Green level.

Green – Leadership

"A leader is one who knows the way, goes the way, and shows the way" – John C. Maxwell (American Entrepreneur)

- This is exactly what we are looking for in a Green level. Someone who can practice what they preach. You should be the model resident at Hittle House, and act as such. Don't forget what you learned along the way. We shouldn't have to tell you what and what not to do at this point. You got here because you knew what to do.

Smiley Face System (Blue Level)

This system is typically used with our younger team in treatment to give rewards on a more frequent basis, until the treatment team, mentor, and the resident have decided that they are ready to move to the Level System. This system is simply giving a resident a smiley face, or a frown face for the day. If the resident is given a 7 or above on their daily progress goals, they will earn a smiley face. 6 or below will earn a frown face. If the resident has compiled 8 smiley faces for the week, with an opportunity to earn a grand total of 14 (7 first shifts and 7 second shifts), they will earn a late night on Friday night consisting of movies and snacks in the team dayroom.

These are the keys to success while at Hittle House, and I encourage you to look over this from time to time, as not to forget where you were, and where you are now. Here are a few more things you should know about getting your level at Hittle House.

1. You will be assigned a mentor when you arrive at Hittle House. This will be a staff person that will meet with you weekly and discuss your progress and areas of improvement. Your mentor will let you know when it's time for you to move forward in the level system.
2. Once your Hittle House mentor decides you are ready for your next level, she/he will nominate you at Treatment Team meetings. Treatment Team consists of the following staff members, all of which are equally important in determining if you are ready to move forward in your Level achievement. The Treatment Team consists of:
 - Mentors
 - Shift Supervisors
 - Therapists
 - Administrative Staff (The Directors, Program Manager, etc.)

The Treatment Team will vote to determine if you are ready for the next Level.

3. Once you've earned your level, remember, your work is not done. Don't be satisfied with your current position. Even if you're a Green level, there is always more work to be done.
4. Failure to maintain the minimum requirements above will result in a level drop.
5. Breaking any of the rules on The Big Ten will also result in an immediate level drop.

Needs Requests

You will be able to put in requests for your needs while at Hittle House, personal or medical. Personal needs would be, clothing, shoes, and certain hygiene products as needed. Medical needs would be if you are having a medical problem you feel needs to be attended to. The time to do this is at med pass with the shift supervisor. You will let them know that you would like a needs request and the staff will help fill one out. It will be turned in to the Shift Supervisor and they will decide how best to proceed with the need.

VISITATION/COMMUNICATION POLICY

General Philosophy

HITTLE HOUSE will endeavor to treat children and families in their care with an atmosphere of trust, openness and honesty.

In the event that a treatment team agrees that there is evidence to believe or suspect that a child is receiving contraband via mail or visits, then the treatment team may impose such restrictions on the child such as supervised visitations, or requiring the child to open mail in the presence of a staff member or direct care employee and allow the staff or direct care employee to inspect the contents. The child must be informed of this decision and the rationale behind such a decision.

In addition, HITTLE HOUSE will endeavor to uphold court imposed restrictions regarding contact and visitation with specified individuals.

Access to Telephone

Children in care at HITTLE HOUSE must have reasonable access to a telephone at all time. This policy does not prohibit the facility from imposing restrictions regarding the number and length of calls, incoming or outgoing.

Access to Privacy

HITTLE HOUSE should allow children to have private visits with family unless the treatment team or court has imposed restrictions. Children should have reasonable privacy to make telephone calls in accordance with house rules.

Professional Contacts

HITTLE HOUSE staff, direct care employees, or administration may not prevent a child from meeting, telephoning, or writing his attorney, guardian ad litem, caseworker, law enforcement, probation/parole officers, or counselor/therapist within a reasonable time from the request. A request for a phone call will be completed within 24 hours of the request, or the next business day if the department called does not have an after hours number or accessibility. A reasonable time for a meeting is as can be arranged by the party that the child is attempting to contact

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Every effort will be made to assure a quiet private place during visits and phone calls to include caseworkers, custodial agents, probation officers, GAL's and attorneys. unless otherwise specified by service/case plan.

Visitation and Communication Guidelines

It is the hope of Hittle House that the Parent/Guardian will be an active member and participant in the treatment and rehabilitation of their child. This can be accomplished in a number of ways

Mail

All incoming mail will be opened with a therapist present. Mail is appreciated and is a great way to communicate with a resident. Residents may write to anyone they wish, unless the legal guardian indicates any restrictions or it has been determined by the child's clinician that correspondence with certain individuals is not appropriate. Our address is:

Child's Name
C/O Hittle House
774 Internet Dr.
Columbus, Ohio 43207

Phone Calls

Residents at Hittle House do not accept incoming calls from family or friends. Residents have 20 minutes of phone call time, which they may choose to use among whichever approved contacts they wish. Phone call days are determined based on the resident's team.

Team 1 – Monday

Team 2 – Tuesday

Team 3 – Wednesday

Team 4 – Thursday

Team 5 - Friday

Additionally, residents may have up to one hour of a virtual visit each week.

If you have specific concerns regarding the day or time of your phone calls, please contact your child's clinician, or call the office between the hours of 8:30am and 4:30pm.

Every effort will be made to ensure that residents are able to make their phone calls according to the call schedule. However, please note that occasionally situations arise where calls are unable to be made as scheduled. The safety and supervision of residents are our first priority, and phone calls may need to be made up on alternative days.

On-Campus Visitation

All visitors will need to be approved through the placing agency and the treatment team. This can be done by contacting the resident's caseworker and/or probation officer. Visitation hours are made by appointment during the business hours of 8:30am-4:30pm, Monday through Friday.

Special arrangements can be made to see a resident if the parent/guardian is attending parent groups or family therapy and if the parent/guardian is traveling more than 1 hour to visit a resident.

- Visitors are limited to 2 persons over the age of 18.
- All authorized visitors are required to have proof of identification. Visitors' personal belongings, such as purses, wallets, cigarettes, lighters, etc. are not permitted inside the building. They should be locked in your vehicles. **NO CELL PHONES DURING VISITS.**
- All visitors will be required to sign the visitor's log, agreeing to the preservation of confidentiality.
- Any personal items brought into the facility for a resident must be approved prior to the visit. This can be done when you call to set a visit.
- Visitors may be asked to discontinue their visit if the staff deems the visit to be detrimental to either the resident or the visitor.
- Any visitor that does not follow the procedures of the visitation policy will be asked to leave the facility.
- All visitation, phone calls and contacts will be outlined in the service/case plan and be in accordance with said service/case plan.

Parent Group is a requirement. We meet monthly, on the last Wednesday of every month. Dinner is at 5pm, with group from 6-8pm. Every effort should be made to attend these meetings. **Please RSVP to the monthly invite so that we may prepare the proper amount of food and seating. Plus, it's just good manners and it makes your children feel relaxed when they know you are attending.**

Off-Campus Visitation

Off-campus visitation will be determined by the treatment team and custodial agency.

General Information and Guidelines

Family therapy is an integral component in the resident's treatment. Families are strongly encouraged to participate in family therapy and family education groups. Your child's clinician will let you know when it is time to begin family therapy sessions

Please DO NOT bring or give residents money. The residents are not permitted to have money and Hittle House will not be held responsible for lost or stolen money. Residents are not permitted to have food in their rooms. Visitors may bring food, but it must be consumed during the visit. Please dispose of or take home food that has not been consumed.

The Policy on “Stuff”

At Hittle House, we are teaching your child to value relationships not stuff. We understand that in the past, it may have been the way you show that you care for your child. It is our job to teach your child, and your family a new way to communicate your feelings for one another. And here is how we do that:

We place value on personal relationships through healthy and open communication. When you bring your child gifts every visit, he starts to require that every visit; even giving you lists of stuff he wants on the next visit. And this distracts you and your child from focusing on mending and/or working on your relationship. It’s like every visit is a birthday party. Your visits should be spent discussing what they are working on in treatment, ask to see his therapy notebook, homework etc...Ask if they are eating and sleeping well, how is school and can you help with any of it? Are they getting along with their peers, what level are they on and why? What are their daily goals and are they meeting them (this is how they earn points to buy stuff). Bring a game to play even.

You are the gift. Your time is the gift, your relationship is the gift. “Stuff” is no substitution for you and your time.

Your child’s bedroom is very small. Too much stuff makes it nearly impossible to keep it clean and organized-which is another area that we are working on with your child; being able to keep their area tidy and being responsible for their things. This is impossible when you bring extra toys, clothing, electronic equipment, etc... He does not have the space for all that extra stuff.

When you bring your child gifts and he has not been working hard in school, not completing therapy homework, has not earned his level, and has been disrespectful to staff or destroying property-you are rewarding bad behavior. And that shows little respect for all the work the staff in the building are trying to do to help your child through the program.

If you disregard our rules by bringing things into the building without approval, you are teaching your child that the rules do not apply him or to you. And this is the exact mentality that has lead to your child violating another child’s body or the rights of others-they feel the rules do not apply to them. They do not respect the boundaries of others.

If you disagree with how we operate, or a decision we’ve made, DO NOT discuss that with your child until you have spoken with a member of the Administrative or Clinical

team and have all the facts. We often have parents upset with us after their child gave them a small fraction of the facts. We can assure you that if we've made a mistake, we will take ownership, as that is what we are teaching the boys. We are human and we also make mistakes. We learn through accountability.

We need your help to help your child. You need to make necessary changes in your parenting techniques, the way you communicate with your child, and the way you hold them accountable for bad decisions. Your child is changing and you need to change with him. That is the only way this works.

We encourage you to get to know the office staff and your child's clinician very well. The following individuals are the only people you should address concerns with, get approval to bring items, or any other questions you may have:

Administration Contacts

Heather Bush – Executive Director (heatherbush@hittlehouse.com)
Heidi McAfee – Executive Director (heidihittle@hittlehouse.com)
John Williamson – Program Manager (john@hittlehouse.com)
Scott Borthwick – Care Coordinator (scott@hittlehouse.com)
Shane Mickey – Program Supervisor (shane@hittlehouse.com)
Irma Dotto – Compliance Manager (irma@hittlehouse.com)
Margaret Ables – Front Desk Manager (margaret@hittlehouse.com)

Clinical Contacts

Emily Lowe – Clinical Director (emily@hittlehouse.com)
Sammi Ottney – Clinician (sammi@hittlehouse.com)
Wade Danser – Clinician (wade@hittlehouse.com)
Bobbi Smith – Clinician (bobbi@hittlehouse.com)

These items DO NOT need prior approval:

- A bible
- 2 books or magazines or puzzle books
- New clothing, if requested by a member of admin (must have tags still on them)
- Actual Birthday or cultural/religious holiday presents

When residents are doing well and working hard, we will reach out to you to let you know that it would be appropriate if you'd like to reward them. If you are communicating with your child's treatment team, you will always know how they are doing. **When scheduling your visit, please ask what items are permitted.**

Your child is earning points every day to buy things from our prize cabinet. Items like fancy body washes and deodorant, toys, games, cool toothbrushes and toothpaste,

snacks, pop, and candy. You should encourage your child to be responsible and earn the points to buy the things they want, not ask you to buy it.

We provide all the hygiene products, clothing, and footwear your child requires. The good stuff is a luxury that they can buy themselves by earning it. The confidence and sense of accomplishment they get when they provide for themselves is priceless and you may be stealing that feeling from them.

My signature indicates that the contents of the Resident and Parent Handbook have been reviewed with me, and that any questions I have asked have been answered.

Resident's Signature

Date

Parent/Guardian's Signature (if applicable)

Date

Shift Supervisor's Signature

Date

