



**to Hallmark Youthcare
Residential Program and
McAfee Academy**



RESIDENT & PARENT/GUARDIAN HANDBOOK

May 2019

**Hallmark Youthcare-Richmond
12800 West Creek Parkway
Richmond, Virginia 23238
Toll-free: 1-800-966-4782
Main phone: (804) 784-2200
Clinical Assessment: (804) 784-6432
Fax: (804) 784-5261
Hallmarkyouthcare.org**

Table of Contents

Welcome Letter	Page 3
Resolving Complaint/Grievance	Page 3
Hallmark and McAfee Academy Staff	Page 4
History and Program Overview	Page 6
What to expect in 1st few days	Page 7
Youth and Family Expectations	Page 9
Clothing Guidelines	Page 10
Resident Money	Page 11
Visitation Guidelines	Page 12
Telephone Guidelines	Page 12
Day and Overnight Family Time	Page 13
Mail	Page 13
Bedroom Expectations	Page 14
Contraband	Page 14
Treatment Packet Overview	Page 15
Safety Pauses	Page 17
Staff Development	Page 18
Referrals to CPS	Page 19
Medication Management	Page 19
Food Services	Page 19
Education Overview	Page 19
Course Offerings	Page 20
Grades/Progress	Page 21
Graduation	Page 21
Curriculum Map	Page 23
Honor Roll	Page 24
IEP/REP	Page 24
Assessments	Page 25
Behavior Management	Page 25
Prohibitions	Page 25
Attendance	Page 26
Extra Help	Page 26
Computer Usage	Page 26
Disenrollment	Page 26

Dear Residents and Families:

Welcome to Hallmark Youthcare and McAfee Academy. This handbook will help you learn about the residential and educational programs we offer.

Upon admission, a program therapist is assigned to each resident, guardian and family. Within ten days of admission, you will be invited to a Treatment Team meeting to discuss the problems which resulted in your admission to our program and the strengths upon which we can build to help you return to the community and prepare for a better future. During the meeting, your input will be important to the development of a plan to accomplish the treatment goals. In addition to your presence, the psychiatrist, program therapist, teacher, activity therapist, nurse and treatment team specialist will provide input. After the first treatment team meeting, the team will meet monthly to review progress and develop new goals and objectives.

Our entire staff is going to work with you to make this a successful experience that will prepare you for a better future.

Thank you,

Hallmark Youthcare and McAfee Academy Staff

Resolving Complaint/Grievance:

Our commitment to you is to provide quality care in a safe environment. If you have any concerns about the safety or the quality of care please contact our Resident Advocate or our Assistant Administrator, or our Chief Administrative Officer at 804- 784- 2200 for resolution. Hallmark will work with the resident and family to ensure all concerns and complaints are addressed and actions taken to come to a mutual resolution.

If Hallmark is unable to resolve your complaint/grievance you may also contact:

The Joint Commission at (630) 792-5800

DBHDS – Human Rights at (804) 786-3921

Disability Law Center of Virginia at (800) 552-3962

Virginia Department of Education at (804) 225-2771

Hallmark and McAfee Academy Staff

WELCOME to Hallmark Youthcare. Much of what you will learn will be in a group or class setting. Your treatment team wants to ensure that you are given the tools to help you improve. Your treatment team consists of the following people:

PHYSICIAN: Your physician is _____. Your physician will meet with you frequently to check your treatment progress, medications (if applicable), and discuss plans for discharge. Your doctor is the treatment team leader and ultimately is responsible for your treatment.

PROGRAM THERAPIST: Your therapist is _____. Your therapist is responsible for meeting with you three times a week for individual therapy and family therapy (if applicable) to assist you in meeting your treatment goals and working with you to plan for discharge.

PROGRAM DIRECTOR _____ is responsible for overseeing the care you receive 24 hours a day. Please see the Program Director if you have complaints, concerns or problems that the other members of your team are unable to address. The Program Director will refer to the Resident Advocate if needed.

RESIDENT ADVOCATE: The advocate is _____, and is responsible for ensuring that your rights are upheld while you are at Hallmark. The Resident Advocate will assist you in resolving your complaint.

Education Principal: The Principal is _____. The Director is responsible for making sure that you receive an appropriate education while at Hallmark. You may see the Director if you have any questions about your education.

Other Team Members Include:

Activity Therapy Staff: They will provide social skills and team building groups, leisure activities, community outings, socials, and special events. You will meet with one of the staff for an assessment to determine your needs.

Nurses: A licensed nurse is on duty 24 hours a day to attend to your needs. They will give out medications prescribed by your doctor and facilitate some of your groups.

Youth Counselors/Paraprofessionals: These individuals are responsible for daily supervision and assisting you with the development of your independent living skills. They will help you with problem-solving, addressing peer issues on the unit, and may facilitate some of your groups.

School Teachers: The teachers at the school (located within Hallmark) will be conducting educational assessments, teaching classes, and working with the treatment team. They can answer all your questions about your classes and schoolwork.

Dietary Staff ensure nutritionally balanced meals for all residents.

Housekeeping and Maintenance Departments work hard to keep our facility clean and running smoothly.



History

Hallmark Youthcare- Richmond, formerly Value Mark West End Behavioral Healthcare Systems and the Psychiatric Institute of Richmond, Residential Treatment Program was designed in 1978

to address the residential needs of male and female adolescents between the ages of 11 to 17. The program was developed based on identified community needs for youth in the Central Virginia area, as well as outside of this geographic area.

Mission: *to heal and to serve by improving the quality of life for at risk youth and their families.*

Program Overview

Our Residential Treatment Program is committed to providing the highest quality care to help each resident achieve success. The Sanctuary Model® represents a trauma-informed method to effectively provide a cohesive treatment process to help residents heal from their pain and traumatic experiences. We believe that providing adolescents with a safe, secure, and well-structured environment helps our residents learn to build healthy relationships and take responsibility for their own treatment. Our program is built on the belief that each resident is competent and resilient. This competence and resilience, in combination with the tools in the Sanctuary Model,® will enable residents to develop life-skills which will lead to productive lives.

The Sanctuary Model,® starts with the assumption that nothing is wrong with our residents. Rather, something *happened* to them. The traumas and losses that the residents endured disrupted the development of emotional regulation, good problem-solving skills, healthy social and relational skills, academic achievement, and/or the ability to make decisions to keep themselves and/or others safe. Helping residents and their families develop Safety Plans, understanding traumatic reenactment, and teaching emotional regulation skills are just some of the tools offered by this model. In addition, Hallmark Youthcare teaches Dialectical Behavioral Therapy skills, which are evidence-based interventions for traumatized people.

The program is structured on a client centered, family focused approach using a strength-based model of care that emphasizes positive reinforcement. Using this technique in a structured environment with definitive guidelines helps our residents focus on changing inappropriate behavior so that they may achieve their goals. The treatment program provides intensive, structured activities that integrate group and individual therapy, education, and therapeutic recreation. Therapy provides a safe place for residents to share their experiences and allow change to occur. Positive reinforcements include a variety of social activities within Hallmark, therapeutic community outings, increased independence and individualized incentive programs.

The program is individualized with a treatment plan geared towards your needs. The program will focus on processing/resolving feelings and/or emotions related to day-to-day life and treatment of the emotional, physical, or sexual abuse from the past. All residents will participate in learning emotional regulation skills and distress tolerance skills. A substance use track helps high risk residents to focus on addictive behaviors and a plan for recovery.

SPEAK UP FOR SAFETY

We encourage residents' active involvement in their own care as a client safety strategy. We promote and maintain a Culture of Safety and we encourage you to report any safety concerns immediately to any staff member. These people include your Physician, Therapist, Program Director, Resident Advocate, Youth Counselors, Teachers, Activity Therapy Staff, and Nurses. This information will then be documented and forwarded to the facility Risk Manager and/or appropriate person for follow-up.

WHAT CAN I EXPECT?

The program is designed to provide you with a day full of structure and support. There will be groups to attend, individual therapy, family therapy, family engagement, school, recreational activities, community meetings, and free time. All of these are designed to help you work toward your individual goals and discharge.

During your first and second day here, you will have the opportunity to meet members of your treatment team. This team will include your Doctor, Program Therapist, Nurses, Activity Therapist, Teachers, and Youth Counselors.

These individuals are working for you and will assist you in reaching your goal of discharge. We are all here to make this process as easy as possible, and at the same time, encourage development of new strengths and skills. We hope that with these new skills, you will be able to excel in any environment, and grow to your fullest potential.

It is required for all new residents that we complete a pat down and belongings search; receive from you a sample of your urine, a blood test, and a TB test. If you are on medications, a blood test may be needed again for levels of medication in your blood. The nurse will let you know when this is going to happen.

When you return from a pass, a pat down and belongings search will be conducted, and a urine sample will be required. The searches are done to make sure contraband items are not brought into this facility.

WHAT WILL I BE DOING DURING THE FIRST FEW DAYS?

During the first few days, you will meet your peers and be assigned a roommate(s). You will share a room with other peers and each room has its own bathroom. Your peers and staff will help you get oriented to the program, the rules, the treatment packets, and what you can expect from your groups and school. During this same period, you will be meeting with many different people who will talk to you about why you are here and what behaviors you need to change or modify. Some of these individuals will also ask you to complete an assessment. Some of the assessments are:

Nursing Assessment

When you are first introduced to the unit, members of the nursing staff will orient you. They will show you to your room and answer any questions you might have, and will give you a tour of the

unit. At this time, a nurse will ask you a number of questions about your problems, you will be weighed and your vital signs will be taken. Then a staff member will conduct an inventory of your belongings to maintain a safe environment for you and others. All items (those that can be) will then go through a heat treatment process before going to the resident.

Health and Physical Exam

A medical doctor will perform a physical examination. In addition, lab work will be performed to make sure you don't have any medical problems. If you have any medical problems your doctor will request further tests.



Psychiatric Admission Evaluation

Your doctor will complete a psychiatric evaluation regarding your current issues and past history. This evaluation will assist the doctor in developing a comprehensive treatment approach for you.

Safety Plan

Your Program Therapist will help you identify your emotional triggers and strategies for safely coping when you are upset.



Psychosocial Assessment

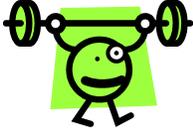
Your Program Therapist will review your developmental history to better understand your experiences and their impact on you.

Traumatic Experiences Assessment

Your Program Therapist will review your history of loss and trauma and the impact on you.

Strengths Assessment

Your Program Therapist will help to determine what strengths you and your family possess upon which you can build to improve your quality of life and achieve success.



UNIT EXPECTATIONS

Residents are expected to accept responsibility for their actions, display appropriate behavior and participate in all groups and activities.

Confidentiality

Because we want you to work on your problems in a safe and supportive setting, we ask you and your peers not to talk about issues that are discussed in groups or on the unit. This includes discussing other peers, newcomers, family members, etc. What is said in here stays in here. There is one exception: all of the adults in the building are mandated by the Commonwealth of Virginia to report when a person presents a danger to themselves or to anyone else. We also encourage you to notify an adult if you are concerned about the safety of anyone.

Community Living

Everyone has responsibilities in the community. Cooperation is important for a working and therapeutic community. When a therapeutic community is working effectively, solutions to individual and group problems emerge out of the process of linked individual interactions. Making choices about one's behavior is each resident's responsibility.

Disaster/Fire Drill

When the fire alarm sounds, it is the Resident's responsibility to respond immediately and calmly to the staff's directions. A staff member will escort patients to a designated safe place. They will remain with their group and staff members until staff notifies them that it is safe to return to other areas of the unit.

The Dining Room

1. You are expected to attend all three meals.
2. Eating behavior will be socially appropriate.
3. You should not bring food or drink back to the unit unless instructed to do so.
4. No food or drinks are allowed in the bedrooms.
5. You are not allowed to share your food with a peer.
6. You may only come into the food service area during meals.

Food on the Unit

Residents are not allowed to have food or drinks (other than water) in their rooms.

Each resident will receive one snack each evening, during snack time. All snacks/drinks (other than water) served on the units are to be consumed in the community/dayroom area. All trash or leftover snacks are to be thrown away in the large trashcan located in the community/dayroom area on each unit. Snacks/drinks purchased from AT are to be consumed in the community/dayroom area on the unit during the designated time.

Hallmark Youthcare authorized property

Personal property storage is extremely limited at Hallmark. We ask that you only bring the items approved using the lists below. All luggage and duffle bags will be stored in the storage room. Property items can't be retrieved once your property has been checked in and placed in storage. Property items will be retrieved on your discharge day. **During your stay if you need additional items then your legal guardian must reach out to your Hallmark therapist who will need to approve any items being brought in ahead of time. Please do not just bring in items without the written approval of the assigned therapist they will not be allowed into the building.**

Clothing:

10 shirts/tops	2 sets P.J.'s & 1 robe	1 slippers
10 pairs pants/bottoms (jeans/sweats/shorts)	2 pair shoes Steel toes or heeled boots not permitted	1 swim suit (one piece required) 1 pair flip flops
1 dress item pant/skirt/dress for court or FAPT	Unlimited socks/underwear/bras	1 light jacket 1 heavy jacket

Hygiene Products: All products must be NEW and UNUSED. Please NO MEGA/EXTRA LARGE/SUPER SIZES

Lotion	Bath Gel	Make Up – no glass or mirrors
Shampoo	Soap	
Conditioner	Deodorant – no aerosol	

Personal Items:

1 stuff animal	1 favorite blanket or comforter	posters
books	Family pictures not framed	Residents will be provided with linens and bath towels

Dress Code

Residents are responsible for their own personal belongings. The program will not accept responsibility for loss or damage. We recommend you not bring in expensive clothing and or, jewelry. All electronic equipment is prohibited. Clothing and personal items will be inventoried on admission. You are not to exchange; share clothes or personal belongings while at Hallmark.

1. Tops and bottoms are to be worn at all times on the unit.
2. Shoes or socks required at all times on the unit.
3. Shorts must at least reach mid-thigh.
4. All tops must cover belly button.
5. Sleepwear (including pajama bottoms) are not to be worn off the unit.
6. Shoes are required while off of the unit.
7. You cannot wear underwear as clothing or allow underwear to show.

8. Clothing should be clean and presentable at all times.
9. Wearing gang-related clothing or colors is not permitted; this includes du-rags and/or bandanas. (Gang-related clothing is considered contraband)
10. Pierced earrings/studs may only be worn in your ears. Cannot be worn on other body parts. (Tongue-rings are considered contraband)
11. Borrowing and lending is not permitted.
12. You must have sleepwear on at night.
13. Articles displaying drug/alcohol themes, satanic/sexual themes, violence or other materials deemed inappropriate by staff are not allowed.
14. Steel toes or heeled boots are not permitted.
15. No belts are allowed
16. Residents are allowed to wear “hoodies” however, during school, groups, AT, and community activities you may be asked to lower the hood off of your head.

For the Boys

1. “Sagging” is inappropriate and is not allowed at this facility. You will be directed to “pull up your pants” or change into something else.
2. Hats or skullcaps, may only be worn in your room.
3. Sleeveless t-shirts are not to be worn off the unit.
4. Swimsuits are to be worn in the pool area only; no “speedos” or tight fitting swimsuits are allowed.

For the Girls

1. Spaghetti strapped tops or strapless tops are not permitted.
2. “Sagging” is inappropriate and is not allowed at this facility. You will be directed to “pull up your pants” or change into something else.
3. No see-through tops.
4. No skin-tight outfits.
5. When wearing stretch-type pants, tops must be long enough to cover buttocks.
6. Skirts and dresses must come within four inches of your knee.
7. Swimsuits are to be worn in the pool area only and ONLY one-piece suits are allowed (Two piece suits are allowed with a shirt over top).

If staff determines your clothing is inappropriate, you will be asked to change clothes. Failure to change clothes will prevent you from leaving the unit. Any inappropriate clothing will be placed in storage or sent home.

Money

You are not allowed to have money in your possession at any time. It is considered contraband. Money received from your family or guardian (during visits or through the mail) must be given to the Activity Therapy Staff to be deposited into your account. This money can be used during passes, at the AT store, or to purchase snacks from the Fun Cart.

Visitation Guidelines

We encourage you to maintain regular contact with your resident of Hallmark. Your participation and involvement is very important to the progress of your loved one. In order to maintain the safety and security of all residents, staff and visitors, Hallmark must maintain guidelines for visits and a very strict contraband policy.

These guidelines are as follows:

1. Visiting hours are Saturday and Sunday, 1:30-4:30pm, Tuesdays and Thursdays 6:00pm to 8:00pm. Holiday hours. (Please check with the Therapist about Holidays)
2. All visitors must be on the resident's Approved Visitation List. This is completed by the legal guardian. No one else is allowed to make changes to the list.
3. If the legal guardian, treatment team or court determines that the visitation must be supervised, you will not be allowed to visit alone.
4. All visitors must sign in at the front desk, present a picture ID (age 14 and above), receive and wear a visitor's pass, and sign out and return the visitor's pass upon leaving.
5. All belongings, including purse, money, cell phones, etc., should be left in your car. If you do not wish to leave it in your car, you must place it in the visitor's locker.
6. NO FOOD may be brought into Hallmark for any reason, including birthday and/or any other celebrations. Hallmark will provide a light snack during visitation hours.
7. If your child has expressed a need or desire for something, including hygiene products or clothing, you must first consult the therapist. The therapist must approve all incoming items and must send this approval in writing to the Supervisor before you will be allowed to leave anything for your child. All items brought into Hallmark must be searched, inventoried and treated. Therefore, there may be a delay of 24 to 72 hours before your child receives the items you have brought. We have a limited amount of storage space and to decrease problems with the youth borrowing and lending, we limit the number of clothing and hygiene products. Refer to previous list.

Any clothing must be swapped out if it exceeds the maximum number of clothing articles allowed.

Please note that Holiday/Birthday gifts must be approved by the therapist and brought *unwrapped* and in gift bags. All gifts must go through our normal search and inventory procedure. There may be a delay before the gift can be given in order to perform the search and inventory items.

Telephone Guidelines

Residents have a very busy structured therapeutic schedule both during the day and evening hours. Parents are encouraged to call and talk with their child daily. Due to high call volume it could take a few attempts to get an open line, our phone system does not ring "busy". To increase and support family communication all residents are encouraged to call family daily. If you have ongoing difficulties contacting your family member please call the assigned Program Therapist.

Residents are allowed to make outgoing phone calls to the persons on their authorized list completed at admission each and every day of the week.

Due to heavy call volume, each youth is allowed 1 incoming and 1 outgoing call each day until all youth have used the phone for the day. Additional calls are allowed once everyone has had the opportunity to talk with family.

All supervised telephone calls will take place by speakerphone with a program therapist or supervisor present to supervise the conversation.

Parents/Guardians can call residents Monday through Sunday. Please understand that your child will be very busy with a structured daily schedule and routine. If you are unable to reach your child, please talk with the program therapist about what times are best for you and Hallmark will work to ensure regular contact.

Parents/Guardians may call the staff at any time to inquire about their child. Parents/Guardians calling to inquire about or to talk with their child will need to identify the resident's code in order for the staff to release any information about their child.

Day and Night Passes

Hallmark believes that time with Family is very important and extremely therapeutic for youth. Day and overnight passes need to be scheduled in advance (72 hours) with the therapist and part of the youth discharge planning. This advanced request allows time for the required planning on our part as well as getting the home and youth prepared for this time. It also is required in case medications need to be obtained from the pharmacy so the youth can maintain their medications as prescribed by their doctor. Passes not requested 72 hours in advance could be denied as a result. Youth must demonstrate at least 24 hours of safe behaviors prior to the scheduled pass to be eligible for that pass.

Mail/Packages

Outgoing mail must be sealed by the youth and given to staff for mailing and postage will be provided.

Youth will open incoming mail in front of their therapist.

Radio Guidelines

Radio's for the units are provided by Hallmark, no outside electronics are permitted at this time.

Laundry

Washer and dryers are located on each unit. You will be assigned a day of the week to do your laundry. Dirty clothes must be placed in a laundry basket/container located in your room.

Each resident is allowed to have two towels and two washcloths in their possession at any given time. Residents are allowed to exchange dirty towels and washcloths for clean towels and washcloths on the unit each day.

Room Expectations

You and your roommate(s) are responsible for keeping a clean and organized room. The furniture must be arranged according to state regulations. The staff will monitor your room cleanliness daily and provide help and support to ensure the maintaining of a clean environment. The guidelines for a clean room are:

1. Bed made.
2. No items on the floor.
3. All pictures must be appropriate.
4. Clean clothes are folded and placed in the closet dresser drawers or other provided furniture. Dirty clothes are separated and placed in a dirty clothes container.
5. Bed linen is to be changed every 7 days on Wednesday.

Sharps

Sharps are items that you use daily but can also present a safety concern. The items that are in the sharps closet can be requested from staff at specified times.

Store

The program has a store that is open at least twice a month. Residents can use their money to purchase items.

Contraband Items

The possession of contraband on the premises of Hallmark Youthcare is a serious violation. If you are not sure if an item is contraband, ask the nurse or Program Director for clarification. Any contraband will be locked up in a separate area until discharge or sent home with family/guardian. The following list does not cover everything that could be considered contraband...but it does give you an idea of what is acceptable and what is not.

Contraband List

Medications, razors, lighters, matches, tobacco, scissors, knives, wire, rope, cameras, sharp items, weapons (or anything that may be used as a weapon will not be allowed on the unit), drugs, alcohol, soda bottles/cans, cell phones, housekeeping chemicals, plastic bags, toxic paints, markers, keys, inappropriate (adult) magazines, gang related clothing, gang signs/symbols, tongue rings, paper clips, push pins, tacks, safety pins, staples, any sharp metal objects deemed a harmful to self or others, and belts.

Physical Contact

Physical contact between residents is not allowed. Touching, kissing, handholding, horse playing, or other forms of physical contact are not allowed.

Note Passing

Note passing is not allowed. Both the passer and the receiver could receive a consequence.

Visiting Peers in Bedrooms

Visiting with peers in bedrooms or loitering in doorways is not allowed.

Sick Bed Status

There are times when we do not feel well. The nurse determines sick bed status. The nurse will check your symptoms, ask you questions, and take your vital signs. Once you are placed on sick bed status, you will be restricted to the unit while your sick. You may also be served a special diet.

Personal Time/Quiet Time

This is time spent in your room or the dayroom. You may rest or sleep or read, or write letters or work on your treatment activities/assignments.

Body Piercing, Tattooing, and Haircutting

Residents are not permitted to do body piercing, tattooing, or hair cutting on themselves or anyone else.

HOW DO THE SANCTUARY TREATMENT PACKETS WORK?

This treatment packet system is a method of measuring your progress through the program. As you move through the treatment packets, you will earn more privileges/rewards and correspondingly more responsibilities. Your therapist and staff will help guide you through the system.

On your first day you will receive the Entering Sanctuary Treatment Packet. Each day you have expectations for behavior, participation in treatment, and achievement of daily goals. You are able to track your success by achieving your goals for the day. During the first few sessions with your therapist you will create individualized goals that you will be working to achieve each day. If these goals are achieved during the day (the full day) then you have been successful and those days are counted towards your progress towards the next treatment packet and success towards discharge.

TREATMENT PACKETS TOWARDS SUCCESS

Entering Sanctuary: Welcome to Hallmark!

During this time, you are expected to meet all members of your treatment team and develop a *Safety Plan, Goal Sheet, and Treatment Plan*. Resident is identifying personal reactions towards being in treatment, learning and acknowledging the rules of the program and identifying who is here to support them. You will be asked to acquire signatures from key staff members and complete the Entering Sanctuary Packet.

Daily Goal Sheet: Each resident along with help and support from their family and therapist will create/develop three (3) goals to be focused on each day within the milieu for achievement. These goals will be listed on a sheet (along with additional behavioral expectations) for the resident and the staff to track success towards achievement of these goals and progression

towards discharge. These goals will be reviewed on a regular basis and updated based on clinical need, resident and family request, and/or as goals are achieved and new goals are added. This goal “achievement” system allows for residents and families celebrate success and further target areas of need on a daily basis.

In order to achieve **Entering Sanctuary**, you will be expected to:

1. Demonstrate positive behavior by earning 6 days of “goal success” within 30 days.
2. Complete therapeutic tasks and activities with your Primary Therapist and other Hallmark staff members
3. Introduce yourself and attend groups, community meetings and activities.
4. Focus on beginning treatment and setting goals.
5. Ask questions!
6. Learn about our program and what services you will receive while in treatment.
7. Attend school as scheduled.

Once Entering Sanctuary is completed you will progress to **Discovering Sanctuary** and during this time you will be expected to:

1. Demonstrate positive behavior by earning 12 days of “goal success” within 30 days.
2. Complete therapeutic tasks with your Primary Therapist. You must demonstrate use of your Safety Plan three times, complete a Timeline, and write a statement about why you are at Hallmark and what you need to learn while you are here.
3. Be attentive and cooperative in your groups, community meetings and activities.
4. Focus on treatment.
5. Explore bullying behavior.
6. Define and discuss six character traits with your therapist.
7. Attend school as scheduled.

Once you have completed Discovering Sanctuary you can progress to **Building Sanctuary**, where you will be expected to:

1. Demonstrate improved behaviors by earning 20 days of “goal success” within 30 days.
2. Accomplish therapeutic tasks. You must demonstrate the ability to use five Skills to manage your feelings both emotionally and behaviorally, and demonstrate increased self-awareness.
3. Actively participate in your groups, community meetings and activities.
4. Focus on treatment, not peer relationships.
5. Further explore bullying behavior and conflict resolutions strategies.
5. Earn one Character Bracelet by exemplifying these traits.
6. Attend school.

Once you have completed building Sanctuary you can progress to **Living Sanctuary**, where you will be expected to:

1. Demonstrate improved behaviors by earning 24 days of “goal success” within 30 days.
2. Construct a trauma narrative, either through collage or writing.
3. Demonstrate leadership in your groups, community meetings and activities
4. Focus on treatment, not peer relationships

5. Share something with your peers about bullying.
6. Earn two more Character Bracelets by exemplifying these traits.
6. Attend school.

Once you have Completed Living Sanctuary you can progress **Mastering Sanctuary**, where you will be expected to:

1. Demonstrate improved and continued behaviors by earning 24 days of “goal success” within 30 days.
2. Prepare for discharge through proactive planning, safety planning and seeking support from community support networks.
3. Demonstrate leadership in your groups, community meetings and activities
4. Focus on treatment, not peer relationships.
5. Work towards healthy transitions and saying goodbye to program members and peers.
6. Attend school.
7. Participate in scheduled Goodbye Group with peers and staff members.

SAFETY PAUSES

The staff at Hallmark Youthcare recognize that you are learning new behaviors, new coping skills, and how to build healthy relationships with your peers. Your behavior affects how others see you and how you feel about yourself. In order to assist you to recognize and understand those behaviors which are undesirable or problematic, we have defined problem behavior as any behavior that is inconsiderate of self or others.

The following behaviors are considered a violation of the rules. They will result in an immediate behavioral intervention or an intervention by staff that is ordered by your attending physician.

These rules are to provide the community with a safe environment conducive to therapeutic treatment.

Prompt

Staff will request that you correct your behavior. A prompt will be clearly stated by staff immediately following the undesired behavior (i.e., behavior: sitting on a table; intervention: “Could you please sit on the chair? This is your first prompt”). The staff will give two prompts before they will move to the next intervention.

Failure to earn “yes” for behavior.

Verbal De-escalation

Proximity Prompt

Offer Safety Plan Options

Call for assistance

Provide Space

Removal from Peer Group

Other

Staff will follow the 1,2,3 prompt expectation prior to a safety pause being implemented, they must also start with an 8 hour, then progress to a 12 hour, then 24 hour pause (this would require 9 prompts)

Exceptions that will earn a 24 hour safety or medical intervention/order due to behavioral safety concerns: Fighting/Violent behaviors, sexual behaviors, pushing or running off the unit, AWOL attempt, possessing high risk contraband, full day school refusals, repeated property destruction, Doctor orders of 1:1, C/O, or UR due to safety concerns.

Below is a non-comprehensive list of behaviors/situations that staff would be prompting youth for correction and/or improvement.

Hallmark Youthcare Safety Pauses may be earned	
Harm to Self or Others	
Unclean/cluttered room Furniture on unit or in room being rearranged Refusing groups No following the daily schedule	Late to school Profanity (cursing) Not following directions after 3 prompts
Verbal disrespect/threats Posturing Passing notes Lying/gossiping	Yelling and screaming School disruption Borrowing & lending
Piercing/Tattooing Bullying School refusal Failure to remain in school Creating an unsafe situation Not following directions during a code	Stealing Contraband Property destruction Fighting or aggression Sexual behaviors AWOL Attempt Running off of unit

Community Safety Pause

Community Building: When parts or even the entire community is involved in frequent acting out, unsafe behaviors, and little progress, everyone in the community is affected. It can become uncomfortable or unsafe. At these times, it is necessary for the community leaders and staff to put a special emphasis on group problem solving and cooperation, as well as refocus the community on solutions as opposed to problems. The Program Director or Designee must approve the implementation of Community Building before a community/unit is placed on Community Building. During this time, youth in this community will be on the unit for all

scheduled activities. They will be setting goals and working as a community on achieving these safety goals.

Passes and visitation with youth during a unit community building will be assessed case by case based on each individual's level of safe behaviors.

Staff Development Offerings

The Facility provides internal and external in-services and trainings that meet the general education and training needs of employees, volunteers, interns and contractors to improve or maintain their current level of performance. These needs are identified through the use of annual employee surveys, feedback from department managers, and based on resident and program needs. Once training issues have been identified, individual staff development plans are developed annually for each job category. Some of the initial/ongoing trainings would include but are not limited to: Objectives of the Facility; mission/vision, decision making plan, good neighbor expectations, community relations; Confidentiality/HIPAA and Release of Information, Behavior and crisis management and suicide prevention; Standards Precautions/Infection Control, Age Specific Competencies, Sanctuary Model of Care, National Patient Safety Goals, Resident Rights/Human Rights and abuse and neglect (mandated reporting), Undue Familiarity, Cultural Sensitivity, Environment of Care, Emergency Preparedness; Fire Safety, Disaster Plan/Emergency Preparedness; and Performance Improvement (CQI).

Referrals to Child Protective Services

It is the policy of Hallmark Systems to comply with Virginia State Law regarding the reporting of abuse and to assure all incidents of abuse/neglect/exploitation are reported to all state, local and appropriate regulatory agencies. Hallmark will ensure full cooperation with the investigating authorities and provide them with all documentation according to law. Notifications of our reports will be made to the youths legal guardian(s) and other representatives involved with the youth in which Hallmark has authorization to release information.

Medication Management

All medications administered to our youth must be prescribed by the attending physician. Any medications being brought to Hallmark at admission must be in the original container. Hallmark employees licensed nurses who are responsible for the administration and disposal of all medications prescribed to the youth. The nursing staff are required to be in good standing with the Board of Nursing and meet all regulatory expectations in regards to training. All medications in the building remain securely locked and Hallmark does not transport medication outside of the building.

Food Services Program

Hallmark provides each youth 3 full meals and a snack each day. All menus meet nutritional adequacy guidelines and are reviewed and signed by the Dietitian. Hallmark will promptly and accurately meet the nutritional needs of all residents and provide individualized resident service through resident evaluation/assessment. Hallmark's dietary staff will comply with offerings to meet all special diets and restrictions as ordered by the doctor. Our cafeteria staff collaborates with the youth to help develop menus and ensure the youth are happy with what is being served.

EDUCATION OVERVIEW

The primary purpose of the Education Department is to coordinate continuity of education for the resident from admission through discharge. The objectives of McAfee Academy include provision of a safe, nurturing environment for exploration; opportunities for growth and development of ideas and concepts; and, relevant and timely information to enhance the ability, aptitude and confidence of its students. This is in keeping with our philosophy of providing outstanding opportunities for students to engage in the educational process, develop interests and navigate their futures. McAfee Academy provides education to students from fifth grade through high school completion. The curriculum follows the Virginia Standards of Learning in conjunction with the D.C. Standards.

School Description

McAfee Academy is located within the facility of Hallmark Youthcare-Richmond on West Creek Parkway. McAfee Academy is licensed to operate by the Virginia Department of Education and accredited by the Virginia Association of Independent Specialized Education Facilities. The school is comprised of eight classrooms, three offices, a library, computer lab and gym. Each of the classrooms is equipped with a teacher desk, student desks, tables and chairs or a combination to accommodate 11, at least one bookcase, at least one file cabinet, and a whiteboard. The offices (Principal, Psychologist, and Education Secretary) have a desk, telephone, computer, and file storage space. In addition, the Education Secretary's office has a fax machine. The library is equipped with a table and chairs for six with built-in bookcases. The computer lab has a bookshelf, a printer, 11 stools and 11 computers for student use.

Admission

All residents admitted to Hallmark Youthcare-Richmond are enrolled in McAfee Academy. Each student must have failed in a less restrictive environment, engaged in at-risk behavior in the community, have an IQ of 65 or higher and be within the age range of 11 to 17. The students' referring agency (CSA, School, Social Service, Parent, Court, CSB) completes a referral form and provides information including assessments, social history, and description of behavior within the past 2 months, to Hallmark. The information is considered and if the student meets criteria, they are approved for admittance to the facility.

Records Management

Education records are a part of the medical record of the student. They are maintained in accordance with federal, state, local and licensure standards.

Ratio

Classroom instruction takes place at McAfee Academy Monday –Friday for 5 1/2 hours per day. Teachers are supported in classrooms by Paraprofessionals/Youth Counselors and additionally by a Safety Counselor. McAfee Academy maintains a maximum student to teacher/staff ratio of 10:1.

Course Offerings

Students at McAfee Academy are provided instruction in math, English, science, social studies, Health/PE in accordance with grade level and credit requirements. Also, during Summer Enrichment and at various times throughout the school year, students are provided with the opportunity to gain appreciation of music and art (Art Therapy, Music Therapy).

English	Math	Science	Social Studies	Health/PE	Elective
5	5	5	5	5	Reading for Pleasure
6	6	Earth(middle)	US History I	6	Study/Social Skills
7	7	Life	US History II	7	Independent Living Skills
8	8	Physical	Civics/Econ	8	Additional Elective
9	Algebra I	Earth (high)	World History I	9	
10	Algebra Functions&Data Analysis/Geometry	Biology	World History II	10	
11	Algebra II	Chemistry	US/VA History	Advanced (11)	
12			Government	Advanced (12)	

Grades/Progress

Grades are compiled over a ten-week period and report cards are mailed to the home school /LEA and parent/legal guardian. Parents are invited to participate in the student's monthly treatment team meeting and are encouraged to contact the school at anytime if there are questions regarding their student's progress within the school setting. McAfee Academy instructors use a ten-point grade scale as follows:

- 100 – 90 = A
- 89 – 80 = B
- 79 – 70 = C
- 69 – 60 = D
- 59 and below = F

Teachers may not assess a grade below 50 on either interim or report card. Students at the elementary/middle school level must successfully pass ½ of their scheduled classes in order to be promoted to the next grade. Students at the high school level (grades 9 – 12) may earn credits for classes at the rate of .25 per academic quarter with a total of one per school year per class. For high school students, the year-end report card will include an assignment of credits for

classes taken during the school year. Students in the 9th grade and above will be promoted based on the number of credits earned as follows:

- 9th – 10th need 5 credits
- 10th – 11th need 10 credits
- 11th – 12th need 15 credits

Graduation

Students who, in accordance with State/District requirements meet the criteria for high school graduation, (earn appropriate number of credits/units, successfully pass required statewide assessments, meet required IEP goals, if applicable) will be awarded the appropriate diploma/certificate either by their LEA or McAfee Academy. For Virginia residents this includes an Advanced Studies Diploma, Standard Diploma, Modified Standard Diploma, Certificate of Program Completion or Applied Studies Diploma. District of Columbia students may receive a D.C. Diploma or Certificate. Virginia students need to earn the following credits along with the stated verified credits to earn the appropriate diploma.

Standard Diploma: Minimum Course & Credit Requirements

To graduate with a Standard Diploma, a student must earn at least 22 standard units of credit by passing required courses and electives, and earn at least six verified credits by passing end-of-course SOL tests or other assessments approved by the Board of Education.

Beginning with students entering ninth grade for the first time in 2013-2014, a student must also:

- Earn a board-approved career and technical education credential to graduate with a Standard Diploma; and
- Successfully complete one virtual course, which may be non-credit bearing.

Advanced Studies Diploma: Minimum Course & Credit Requirements

To graduate with an Advanced Studies Diploma, a student must earn at least 24 or 26 standard units of credit, depending on when he or she entered ninth grade, and at least nine verified units of credit:

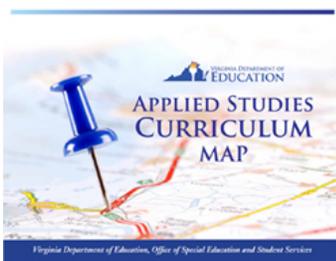
- Students who entered ninth grade for the first time during and after 2011-2012 must earn at least 26 standard units of credit.
- Students who entered ninth grade before 2011-2012 must earn at least 24 standard units of credit.

Beginning with students entering ninth grade for the first time in 2013-2014, a student must successfully complete one virtual course, which may be non-credit bearing, to graduate with an Advanced Studies Diploma.

Applied Studies Diploma

The Applied Studies Diploma is a diploma option available to students identified as having a disability who complete the requirements of their [individualized education programs \(IEPs\)](#) and meet certain requirements prescribed by the Board of Education pursuant to regulations, but do not meet the requirements for any named diploma.

Curriculum Map



The [Applied Studies Curriculum Map](#) (PDF) is a set of skills and competencies that IEP teams can use to identify the need for additional instruction that the student will need to achieve their postsecondary goals. These skills are not standards or required to earn the Applied Studies Diploma, but provide guidance to teams in aligning the student's transition goals with the goals outlined in the annual IEP. The Applied Studies Curriculum Map provides a guide in which teachers, students, families, and other team members can identify skills that will have a direct impact on the student's achievement of their post-secondary goals.

Purpose

1. To provide statewide guidance to IEP teams to develop goals and objectives that will:
 - o provide the student with instruction that directly address deficits leading to their post-secondary goals;
 - o supplement instruction on state standards (Virginia Standards of Learning or Aligned Standards of Learning); and
 - o provide a mechanism for linking skills back to state standards.
2. To improve communication of skills and provide a common planning resource
 - o increase student participation, self-determination and motivation;
 - o inform parents/ guardians/ advocates of critical skills; and
 - o assist with long-term planning beginning as the student enters transition age.
3. To promote the incorporation of evidence based practices and predictors into student programs
 - o support opportunities for instruction in real-life scenarios;
 - o provide resources related to evidence based practices and data-based decision making; and
 - o increase use of authentic assessment.

Standard Diploma	Standard Credits	Verified Credits
English	4	2
Math	3	1
Laboratory Science	3	1
History & Social Sciences	3	1
Health & Physical Education	2	
Foreign Language, Fine Arts or Career & Technical Education	2	
Economics and Personal Finance	1	
Electives	4	
Student Selected Test		1
Total	22	6

Advanced Diploma	Standard Credits	Verified Credits
English	4	2
Math	4	2
Laboratory Science	4	2
History & Social Sciences	4	2
Health & Physical Education	2	
Foreign Languages	3	
Fine Arts or Career & Technical Education	1	
Economics and Personal Finance	1	
Electives	3	
Student Selected Test		1
Total	26	9

Honor Roll

Students who earn an 85% average with no grades of “D” or “F” and have been enrolled in McAfee Academy for at least ½ of the current academic quarter will qualify to participate in the Honor Roll Luncheon for recognition of academic progress.

IEP/REP

McAfee Academy will contact (by letter) the students' LEA, parent/legal guardian to obtain the most accurate and complete school information. Residents identified by their home school system or by a previous hospitalization to be eligible for Special Educational Services and who have a current Individual Education Plan (IEP) will be instructed in accordance with that plan, taking into account their strengths, weaknesses, and level of acuity. McAfee Academy works in cooperation with the students' Local Education Agency (LEA) to ensure IEP's are current by providing documentation (Present Level of Performance, recommending academic, behavioral and transition goals, educational testing, as applicable) and by participating in meetings for discussion and finalization of the IEP. A Regular Education Plan (REP) will be developed for students not identified as being in need of special education services. This plan includes current test scores, academic schedule and goals for the current school year.

Educational Statewide Assessments

All students are expected to participate in statewide assessments as deemed necessary by their LEA. For students from Virginia, this refers to Standards of Learning (SOL), and students from Washington D.C., will participate in assessments deemed appropriate by DCPS. McAfee Academy initiates contact with Directors of Testing for the students' LEA soon after admission to ensure students receive the appropriate test materials for their grade level/classes. Tests are administered to students in pencil paper format during the test window that the LEA designates for completion.

Educational Behavior Management

In the classroom setting, students are expected to participate in learning and, follow instructions from the teachers and/or Paraprofessionals. Students who present with difficulty with these expectations may be provided verbal redirection or proximity prompt, be offered an opportunity to take space, utilize their safety plan, and/or be asked to remove themselves from the peer group and/or earn a safety pause. In addition, students who create major disruptions to the school function (threaten, toss furniture become physically aggressive, present as a danger to themselves or others, for example) will be assessed in conjunction with unit staff, nurses and Doctor (as needed) to determine if the student is safe to attend school. Personal time/Quiet time at McAfee Academy is voluntary. All teachers and direct care staff are trained and updated annually in the "Handle With Care" behavior management system. A physical hold may be used when a student presents as a danger to self or others.

Educational Prohibitions

The following actions are prohibited:

Restraint and seclusion except when it is necessary to protect the student or others from personal harm, injury, or death and other less restrictive interventions were unsuccessful.

Prone restraints, mechanical restraints, and any other restraint that restricts breathing of harms the child or interferes with the child's ability to communicate.

Deprivation of drinking water, food, prescription medication or other necessary service..

Limitation of contacts and visits from student's probation officer, social worker, placing agency representative, or other services provider as appropriate.

An action that is humiliating, degrading, or abusive.

Corporal punishment.

Denial of access to toilet facilities.

Application of aversive stimuli.

Strip and body cavity searches

Discipline, restraint, or implementation of behavior management plans by other students.

Attendance/Tardiness

Students are expected to attend school according to their daily schedule and on time with their respective units. Students who are not excused from school by the nurse or by virtue of being out of the building may receive the program safety pauses for school refusal. The nurse or unit staff must excuse students who are late to school. Excessive school refusals or tardiness will be brought to the attention of the Treatment Team by way of the monthly staffing report or by direct contact with the student's program therapist..

Extra Help

Teachers are available to provide additional assistance to students who request it. In some cases, assistance will be given in a small group setting.

Make-up work

Teachers work individually with students who are in need of completing missed assignments. Students have until the last day of each academic quarter to complete missed work.

Homework

Students will be provided homework as reinforcement of previously taught concepts and ideas.

Library/Resource Center

Students at McAfee Academy have access to a library that includes age-appropriate fiction and non-fiction materials. Also included are reference materials, periodicals, and a computer with printer. Students have the opportunity to check out reading material from Library with the appropriate teacher in charge.

Educational Computer Usage

With permission, the students may use all computers in the school lab. We ask that students refrain from visiting/logging on to any sites deemed off-limits by the facility and school personnel. These sites include but are not limited to: social networks, music sites, game files, animation, audio, messaging, video conferencing, chat rooms, free web based e-mail. Students may not submit, publish, display or retrieve defamatory, abusive, obscene, profane, sexually

explicit, racially offensive or illegal material. Inappropriate use of the school's computers may result in cancellation of permission to use.

Termination

Disenrollment from McAfee Academy is simultaneous with discharge from Hallmark Youthcare. The education department will work with the students' LEA and/or next school placement in transferring education materials that may include, as applicable, most recent grades, assigned credits, class schedule, IEP, educational testing and state wide assessment scores as applicable.

We hope you enjoy your stay at Hallmark and acquire the knowledge, skills and relationships to succeed in your life.

*Hallmark Youthcare
and
McAfee Academy*

Rev. 10/17/18