

# **New Hope Treatment Carolinas**



## **Resident and Parent/Guardian Handbook & Statement of Resident Rights**

**2015**

**New Hope...  
Our Name, Our Promise**

## Welcome to New Hope Carolinas

Our family of caring professionals is pleased you have chosen New Hope for your treatment needs. This handbook is given to all residents, parents, and/or legal guardians as well as all employees of New Hope Treatment Centers. It is the expectation of the Governing Board of New Hope Treatment Centers that our employees adhere to the standards set forth in this handbook and that all residents receive quality treatment from our centers. We are committed to providing ethical and successful treatment for each resident, their family, and/or legal guardians.

New Hope's dedication to children and families is recognized at a national level, and we have been providing quality treatment services to children and their families for over 25 years. Our services have been fully accredited by the Joint Commission on Accreditation of Healthcare Organizations since 1998. Our strong reputation and continued success are a result of our commitment to quality improvement. Our dedicated team of professionals work tirelessly to develop and implement best practice approaches and individualize treatment to each adolescent and their families in a manner that protects dignity, restores pride, develops life skills, and teaches adaptive healthy living.

### New Hope's Mission

The central mission of New Hope is the healing of children, adolescents, and their families who are burdened by psychological and psychiatric illness. We seek those who suffer more than minor maladjustment. We seek those whose needs are such that others have been unable to help. At New Hope, care and understanding collaborate with knowledge to provide a treatment philosophy designed to restore healthy functioning.

### The New Hope Promise

**We promise** that we will recognize that care delayed is care denied. We will always respond to a child's needs promptly and appropriately.

**We promise** that we will also respond promptly and completely to the needs of the families and other significant people in each child's life, including guardians and caseworkers.

**We promise** that we will provide a safe, secure, healthy, and nurturing environment for each and every child.

**We promise** that we will respect the rights, needs, expectations, and individual differences of each child, including the need for appropriate and stable adult relationships.

**We promise** that we will promote an atmosphere of continuing personal and professional growth.

## **Commitment to Safety and Quality**

New Hope is committed to providing quality care in a safe environment. The effectiveness and safety of the care, treatment and services you receive will in no way depend upon your ability to pay. You are encouraged to report any concern related to resident care or overall safety to any member of the Leadership Team or by calling Sam Phifer, Executive Director, at 800-328-9300. If your concerns are not resolved satisfactory, you can notify our licensing body, the South Carolina Department of Health and Environmental Control (DEHC) at 803 545-4458, or our accrediting agency the Joint Commission at 800-994-6610 or at [jointcommission.org](http://jointcommission.org).

## **Professional Practices**

### **Admission Criteria**

It is the policy of New Hope Treatment Centers to admit and to treat all residents without regard to race, color, or national origin. Our clinical staff carefully reviews each referred resident on an individual basis to determine what type of treatment services they are in need of and whether or not they could benefit from the services offered by New Hope. Clients determined to meet admission requirements are given access to medical care, therapeutic care, and habilitation regardless of age or degree of mental illness, developmental disabilities, or substance abuse history. All residents, parents, and/or legal guardians will have the right to receive language-assistance services, if needed, regarding their child's treatment.

### **Privacy and Confidentiality**

At New Hope Treatment Centers, we are committed to using and /or releasing your Protected Health Information (PHI) responsibly. The Notice of Privacy Practices provided to you at the time of admission describes the personal information we collect and how and when we use or disclose that information. It also describes your rights as they relate to your protected health information. You may request an in-house review of your treatment plan at any time, and you have the right to access and/or request amendments to service information in certain circumstances. You also have the right to receive a full accounting of disclosures New Hope has released to other parties regarding the services received while at New Hope Treatment Centers. Please see a Health Information staff for details.

In order to maintain confidentiality, each resident is assigned a resident identification number. This number is provided to the parent/guardian accompanying the resident at the time of admission. It is the responsibility of the parent/guardian to provide the resident identification number to individuals approved for contact on the Permission for Phone Calls & Visitation Form.

Individuals without the resident identification number will not be allowed to speak with the resident or be given any information regarding his/her current treatment. No acknowledgement of the resident's placement within New Hope or any information regarding this resident will be offered unless the calling party can provide the correct resident identification number.

The confidentiality of residents is also maintained in the community. When out in the community with residents, employees of New Hope Treatment Centers do not wear any type or uniform which identifies him/her as an employee of New Hope. Our company vehicles do not bear any New Hope insignia. Employees are not permitted to photograph the residents under any circumstances for their own personal use. Residents will be photographed as part of the admission process, and this photograph becomes part of the medical record. Any photographs taken at social functions and recreational activities are protected by resident confidentiality regulations.

All employees of New Hope Treatment Centers must sign an acknowledgement of the Resident Confidentiality Policy & Procedure. This signed and witnessed document is maintained in each employee's personnel file. All visitors to each facility are required to sign a confidentiality agreement. This ensures that all visitors are informed of the requirement of resident confidentiality. Residents review confidentiality expectations during clinical groups on their programs. All residents are expected to maintain the confidentiality of anything revealed by others during their stay.

## **Personnel**

Employees of New Hope Treatment Centers are carefully selected and trained to provide top quality treatment in a professional and ethical manner with the highest level of integrity and concern for our residents' rights. All employees must pass a comprehensive background check, complete an extensive orientation, and participate in ongoing supervision. Monthly opportunities are offered for on-site, in-service clinical trainings on a variety of subjects relevant to children, adolescents, and their families. Additionally, all team members are encouraged to seek continuing education through formal education, conferences, seminars, and professional meetings and organizations.

## **Smoking**

All New Hope campuses are smoke-free. Residents are not permitted to smoke at any time during placement. Visitors are asked to refrain from smoking on our campuses.

## **Therapeutic Services**

### **Treatment Planning**

All major clinical decisions are made by a group of multidisciplinary staff known as the Treatment Team. This team regularly solicits input from the resident and parent or legal guardian regarding treatment goals, discharge plans and measures of success. Your treatment team will work with you to develop a treatment plan within the first 14 days after admission. The team communicates regularly throughout the month to review and track each resident's overall progress and review any current treatment needs. The team formally meets to review progress in detail every 28 days in a meeting known as a Child & Family Team (CFT) meeting. Each resident and their parent or legal guardian will be given the opportunity to participate in these CFT meeting to provide input in person, or by phone. Parents or guardians may obtain a copy of the current treatment plan at any time, by simply asking the assigned Case Manager. Please consult the assigned Case Manager regarding specific meetings days and times for you.

Treatment planning also includes the creation of a discharge plan to establish an appropriate placement and services for the resident once their treatment at New Hope Carolinas has been completed. During CFT meetings, residents and parents or legal guardians will be invited to assist with discharge planning. This process begins at admission and is addressed continually throughout the treatment course.

### **Treatment**

Each resident receives therapeutic services which are tailored to their individual needs. New Hope specializes in providing trauma-informed care facilitated by clinical specialists who abide by best practice standards. Therapy and other services provided are age-appropriate and diagnoses specific, and are designed to provide opportunities which enable individuals to mature physically, emotionally, intellectually, socially, and vocationally.

### **Behavioral Interventions**

New Hope Treatment Centers employs a variety of incentives and consequences designed to help residents develop and maintain appropriate behavior. All residents are continually provided with adult supervision and guidance. Each resident's behavior is separately monitored for compliance. At no time are group consequences employed as a result of any one child's behavior.

New Hope Treatment Centers limits its use of special procedures within the facilities to physical restraint and medication intervention under emergency circumstances. Any use of special procedures will be limited to clinically

appropriate and adequately justified situations. Special procedures will only be used to prevent a resident from physically harming themselves or others. The legally responsible person (parent or guardian) for the resident will be notified after any occurrence of the use of a special procedure. Behavioral interventions or special procedures will not be used as coercive measures for convenience of staff or as discipline. New Hope Treatment Centers does not perform any behavioral interventions that use painful stimuli or that use painful body contact, unpleasant tasting foodstuffs, or the application of any noxious substances.

### **Recreation/Activity Therapy**

Recreation/Activity Therapy services provide structured therapeutic activities that promote active self-expression through a variety of modalities. Recreation Therapy groups are designed to improve listening skills, problem-solving skills, participation, communication skills, and decision-making skills. All activities are planned to help residents engage in age-appropriate leisure activities. The focus of recreation/activity therapy is to allow residents to express themselves through physical and emotional outlets within a safe and therapeutic environment. All residents of New Hope Treatment Centers will be allowed the opportunity to participate in regular and structured recreation and physical activity, both indoors and out. Off campus activities are scheduled on a regular basis and are available for residents who demonstrate appropriate behavioral control.

### **Education**

New Hope Carolinas' educational programming is fully accredited by AdvancED. General, occupational and special education curriculums for both middle and high school students are offered. Every effort is made to partner with a student's local education agency for the provision of a variety of educational services. Our classrooms operate on a year round school calendar, and all credits earned are fully transferrable. New Hope Carolinas does not expel students for behavioral disruption and special accommodations are made for students that demonstrate behavioral difficulties in a classroom setting. Instruction is provided by certified teachers in the areas of English/Language Arts, Science, Social Studies, Mathematics and Independent Living Skills. Academic assignments are individualized, based on each student's level of ability as indicated by aptitude, achievement and transition assessments. Parents/Legal Guardians receive quarterly updates on student progress via report cards and goal updates and teachers are available for conferences at your convenience. During discharge planning, New Hope Carolinas collaborates with identified educational placements to ensure a successful transition for students to their new educational setting.

## Medical Care

### General and Specialized Medical Care

New Hope Carolinas will provide basic health, dental, pharmacy, hearing and eye care at no extra cost to parents. This includes covering many co-payments and the costs of over the counter medications and basic supplies often not covered by insurance or Medicaid.

New Hope Carolinas is only authorized to seek reimbursement for Psychiatric Residential Treatment Services (PRTF). As a result, we are limited in our ability to assume responsibility for the transportation to, and/or care of every specialty service a child may need while in placement. Examples of these services, include, but are not limited to: orthodontics, non-emergency endodontics, cosmetic surgery, and physical therapy for a pre-existing condition. Our medical department will alert the legal guardian regarding any identified need for any specialized medical care to allow the guardian to decide the appropriate course of action. Residents can access general medical care by alerting their Team Leader, Therapist, Physician, or any RC staff or by completing a sick-call form, or by notifying a nurse during their regular rounds.

### Immunizations

New Hope Carolinas participates in the federal Vaccinations for Children (VFC) program which allows us to administer vaccinations to those residents under 19 years old, who are American Indian or Alaskan Native, and/or are enrolled in Medicaid. New Hope Carolinas will provide the required vaccinations as stated in the current Recommended Childhood Immunization Schedule for these VFC program eligible residents. If your child does not meet the federal eligibility requirements, we will refer you to a local medical provider to obtain the required vaccinations needed to attend school in South Carolina. Vaccine Information Statements containing specific information about each type of vaccine are available to you upon request.

### Emergency Medical Treatment

New Hope Treatment Centers provides skilled nursing services around the clock. In addition, we employ qualified medical staff to triage and care for a variety of medical injuries or illnesses. At times, however, we do encounter illness or injuries which are considered beyond the scope of our services. In those circumstances, our medical department will locate a local provider who can appropriately treat the condition. We encourage every provider we work with to become an authorized provider for out of state Medicaid and all private insurance, however some providers are not authorized to bill every state's Medicaid or insurance program. Please

recognize that in emergency circumstances, we may utilize a provider who does not bill your state's Medicaid/private insurance, therefore you may be billed for an emergency service not covered by your insurance/Medicaid.

## **Medication & Clinical Trials**

It is the policy of New Hope Treatment Centers to provide quality care as it relates to the supervision and administration of medications. This includes providing education and notification to resident and parent/legal guardian regarding the benefits and possible side effects of all psychotropic medications. The identified legal guardian will be provided with the opportunity to consent for all routine psychotropic medications prior to initiation. New Hope does not require specific consent for the use of emergency psychotropic, over the counter and non-psychotropic medications.

New Hope Treatment Centers does not conduct any research involving intrusive procedures, outside the realm of approved psychiatric and medical treatment. New Hope Treatment Centers does not allow the use of experimental drugs and does not participate in clinical trials.

## **Resident Responsibilities**

In order to fully benefit from the programming offered at New Hope, each resident is expected to:

- Respect the rights of others
- Do your best in all aspects of treatment and education while here
- Be prepared to make changes that will help you be successful at New Hope and in your community
- Ask for help when you need it
- Treat all property with respect
- Participate in all emergency drills and follow the instructions from staff
- Tell staff when you are feeling unsafe, or think someone else may need help
- Keep a positive attitude and expect that you will SUCCEED!

## **What happens if I break the rules?**

Staff will inform you of the specific rules to follow as you are oriented to your unit. If you break a rule, you will lose privileges for that day or week. If you become angry or upset, you can always use a coping skill, use your safety plan, talk to someone or take a time out, or staff may ask you take a time out or use your safety plan. If you react by trying to harm yourself or someone else, staff may place you in a hold, or physical restraint. They will always release you once you are calm and

following directives again. If you assault someone or destroy property, your Child and Family Team will meet to determine if legal action is warranted, and/or if you will be required to compensate New Hope or the owner of the property for the damage.

## Visitation

Visiting hours at New Hope Carolinas are from 9:00am to 5:00pm and visitors may reserve one of five private visitation rooms through their Therapist. Due to space limitations, it is imperative visitor's schedule all on-campus visits through their therapist, and adhere to the time limitations indicated. This will ensure all visitors are able to enjoy some private time with residents. Please see the Visitation Guidelines for specific rules and expectations. While visitation is usually considered beneficial to the welfare of residents, it is also recognized that there are times when it may be contraindicated. If visitation becomes disruptive to a resident's treatment, the issue will be addressed during family therapy.

Therapeutic Trial Visits (TTV) are defined as any off-campus pass or visit. All TTVs must be pre-approved and coordinated through the assigned Therapist. In order to ensure adequate time to prepare medications, we require 48 hours -notice of any off campus pass planned for more than four hours. Most payor sources require any off-campus pass to be therapeutically beneficial and necessary in order for insurance/Medicaid to cover the cost of the vacant bed. Guardians who elect to remove their child without this clinical necessity approval will be billed for any day(s) not covered by their insurance/Medicaid.

Upon arrival to the facility for an on-campus visit or when returning from an off-campus visit, the adult is responsible for allowing staff to inspect and approve any items brought for or to the resident. All items being left must be searched and inventoried by staff. Please consult your child's therapist regarding any questions or concerns.

## Search & Seizure

In order to ensure safety, all residents are subject to personal searches upon return from off campus activities and/or passes. Resident rooms are subject to search upon reasonable suspicion, and residents are always given the opportunity to be present for any search. New Hope Treatment Centers does not conduct any strip searches, pat downs, or search procedures of body cavities. Staff may use a metal detector wand during searches. If our staff suspect a resident is concealing contraband, they may elect to conduct a second level search, which consist of having the resident shower and change clothes. Resident's rooms are subject to daily room inspections for cleanliness, but no search or seizure will be conducted without the resident's knowledge and presence if he/she so desires.

## Telephone Privileges

Residents are allowed to receive and make telephone calls at designated times. Given the volume of calls on any given day, time limits may be set in order to ensure equal access by all. It is important to note that on occasion there are times when telephone contact may be contraindicated. If telephone privileges become disruptive to a resident's treatment, the issue will be addressed with the parent/legal guardian.

## Mail

Residents are allowed to send and receive mail. All residents open their own mail, but are expected to review contents with their Therapist. If this form of communication becomes disruptive to a resident's treatment, the issue will be addressed with the parent/legal guardian will be notified. Mail will only be sent to or received from approved contacts. Any correspondence that does not include a complete return address will be returned to the postmaster.

## Religious Services

It is the policy of New Hope Treatment Centers that all residents shall be provided with the opportunity for religious worship, including attending religious groups and spirituality services, either through the resident's personal religious leader. Residents are permitted access to their personal clergy whenever they desire. If a resident feels that their religious needs are not being met he/she may request additional assistance in connecting with a spiritual leader through the Rights Advocate.

## Money

All residents have the right to keep and spend reasonable amounts of their own money. In order to safeguard resident funds, New Hope Treatment Centers has established a process for the acceptance, the depositing, the distribution, and the reconciliation of all resident funds. Parents, guardians, caseworkers, or visitors to the facility will only be allowed to leave checks or money orders residents. No cash or gift cards will be accepted. A Resident Funds Money Receipt will be written for any hand-delivered funds to the facility. Checks and money orders sent or hand-delivered to the facility are sent to the corporate office to be deposited into the resident's personal. Any funds dispersed are formally tracked/ accounted for by the facility Administrative Manager. Please note: funds deposited may require up to 10 days to process before they show as available in the account. Agencies and families may send resident funds directly to our corporate office for faster availability:

New Hope Treatment Centers Attn: Resident Funds Account  
7515 Northside Drive, Suite 200  
North Charleston, SC 29420

The resident's name should be written at the bottom left in the "memo" or "for" section of any checks and money orders for proper accounting. Funds left in the resident's account at the time of discharge will NOT be used toward outstanding ancillary bills or other such charges. A check for the balance of the resident's funds account will be mailed to the resident and/or guardian 30-45 days after discharge. This is to allow adequate time for any delinquent accounts to be reconciled.

## Personal Items and Decorations

**Basic Items** – Residents may keep the following in their room, unless the treatment team agrees they present a clear safety concern:

- A Bible or other religion-based text
- 1 personal book
- Posters, photos / greeting cards from home\*
- Journal or loose leaf style notebook
- Handbook and other treatment related texts
- 10 changes of clothing and underwear
- 3 pair of shoes, 1 pair of slippers, NHTC flip-flops
- Personal comforter or bedspread (NOTE: must be single size only, non-stuffed type and must be machine washable)

NOTE: New Hope is not responsible for any lost, stolen or damaged personal belongings. Please carefully consider what you allow your child to bring/keep while they are with us.

## Clothing

We are very invested in your child being as comfortable as possible while here. Having basic clothing is essential to every child's overall esteem and personal hygiene. We will carefully review and inventory personal clothing upon your arrival to ensure basic clothing needs are adequately met. Please understand it is the parent/legal guardian's responsibility to provide clothing. If we are required to provide underwear/ clothing you will be billed for any expenses incurred.

## Personal Displays

Residents are encouraged to display personal items in their room which include, but are not limited to; pictures of family members, greeting cards, school assignments

or art work and appropriate posters. All student work displayed in common areas should only include the resident's first name and last initial, in order to ensure confidentiality.

### Unit Specific Items

These items will be kept in a designated area on the unit and made available at specific times, based on unit rules, unless they present a clear safety concern.

- Additional books or magazines
- Playing cards, puzzles
- Small Lego or Kinex set
- Action figures, car or similar small toys
- Nerf, Koosh or similar ball
- Trading cards
- Crochet, knitting supplies
- Watch, small clip –on style earrings
- PSP, Game boy or Nintendo DS\*\*
- Personal CD player, MP-3 player, or radio\*\*
- Electric razor, flat iron, curling iron\*\*

\*\* Note: These devices must be pre-approved by the program staff and logged in prior to going on the unit. Please check with the Therapist and/or Residential Manager for approval. Parents/guardians are responsible for the content on any music or game device. New Hope will alert parents to any material we discover and deem inappropriate.

### Prohibited Items

Your child is entering into a psychiatric treatment facility. Due to the nature of the population served, we must take general precautions with all residents to ensure the safety of the residents and staff. While these precautions may not appear applicable to your child, bear in mind your child is sharing a space with other psychiatric residents, who may misuse or take advantage of an item being present to harm themselves or others.

The following items are not allowed at any time: Please note this list is not exhaustive, and the treatment team may identify additional items they feel are unsafe or inappropriate.

- Bikes, roller blades/skates, scooters
- Individual Play Station/Nintendo or games or controllers
- Piercing: Ear/eye/tongue/nose studs or other piercing items or devices\*
- Nails: Finger and toe nails must be kept short. Acrylic nails are prohibited\*\*
- False eyelashes

- Cassette tapes or videotapes
  - Aerosols, hair or body spray
  - Cologne or scented lotions
  - Basketballs, footballs, soccer balls
  - Cell phones, pagers, laptops, tablets, electronic organizers, devices that have camera/video/internet capabilities, and other wireless communication devices
  - Anything sharp like razors, scissors or any type of glass container
  - Any clothing with controversial pictures or phrases
  - Clothing which is too revealing, short, small or large
  - Contact lens/solution – please bring eyeglasses only
  - Hairdryers
- \* Piercing: All piercings are prohibited, regardless of location or length of time pierced. We advise you ensure these are removed prior to admission. Residents will not be allowed to use temporary objects to keep pierced areas open.
- \*\* Nails: Long finger/toe nails are not allowed and fake nails/eyelashes are specifically prohibited. In light of the lengthy and at times painful process involved in removing faux nails, we urge you to ensure these have been removed prior to admission to our program.

## Resident Rights and Privileges

New Hope Treatment Center’s policy ensures that the rights of all residents admitted shall be respected. All staff, residents, and their parent/guardian(s) are provided with a copy of the following Statement of Resident Rights. It is also posted throughout the facility. Resident Rights will be enforced even if a Resident does not adhere to the responsibilities. Following responsibilities makes it easier for rights to be delivered in the best manner possible.

	You have the right...	And your responsibility is...
1.	<b>To be treated with dignity, humane care, and respect.</b>	To treat others with dignity, humane care, and respect.
2.	<b>To receive treatment services no matter what you look like or believe in.</b>	To not judge others based on what they look like or believe in, or by personal struggle.
3.	<b>To live as normally and safely as possible while you’re here.</b>	To maintain appropriate behavior in order to receive rewards and privileges.
4.	<b>To receive age-appropriate treatment and education.</b> This includes the ability to mature physically, emotionally, intellectually, socially, and vocationally.	To engage in opportunities that could help you. This includes social interactions with peers and friends, life skills classes, field trips, and therapeutic trial visits.
5.	<b>To be protected from abuse, neglect, or exploitation.</b> This kind of harm can be physical, emotional, sexual, or verbal. This includes selling or buying items between Residents and employees except through established governing policy.	To avoid touching or hitting another person, saying something just to hurt another person’s feelings, calling someone names or yelling at them, acting in a sexual way, or anything else that could hurt someone.
6.	<b>To be free from unnecessary physical restraints or medication.</b> These are used as “last resorts” only if your safety or the safety of another person is in danger. Restraints & medication are never to be used for punishment, discipline, or staff convenience.	To keep yourself from doing something that would physically harm you or another person. This includes fighting, scratching, punching/ kicking walls, and throwing things.
7.	<b>To know that your records are private.</b> No one can see them unless authorized by law or unless it is an emergency.	To not talk about any private information you might know about a Resident. Report any problems with confidentiality.
8.	<b>To medical treatment when you need it.</b>	To not harm yourself on purpose and to ask for a nurse only when you need

		one.
9.	<b>To look at your records upon request and get feedback about your progress.</b> If you are a minor, your parent or LG may need to be asked first.	To use this information as a way to invest in your treatment and apply yourself toward successful outcomes. You can ask questions about how you are doing.
10.	<b>To say no to treatment as long as the law says it is OK for you to do so.</b>	To understand and accept the consequences of refusing treatment.
11.	<b>To proper adult supervision and guidance.</b>	To follow the rules and listen to what staff have to say so that they can offer supervision.
12.	<b>To dignity, privacy, and humane care for personal health, hygiene, and grooming.</b> Adequate facilities are available for those with documented mobility impairment.	To respect the bathroom privacy time of your peers. Remember that private time may be limited for safety reasons or so that other Residents can also have access to the bathroom.
13.	<b>To be able to shower daily or as needed, to shave with an approved razor, to have adequate access to toilets, and to obtain services of a barber/beautician.</b> This includes provision of hygiene and sanitation products.	To clean up after using the shower or toilet and to use products as instructed.
14.	<b>To decorate your room (or portion of a shared room) as approved by your unit's staff team.</b> Please see "Personal Displays" section of handbook.	To display appropriate material and abide by unit rules.
15.	<b>To be given a quiet environment for uninterrupted sleep during scheduled sleeping hours.</b>	To refrain from yelling, making loud noises, talking, or anything else that would keep Residents awake at night.
16.	<b>To have visitors, mail, confidential phone calls, or other forms of communication unless it is anti-therapeutic.</b> You can ask for writing materials, postage, and staff assistance when appropriate. This includes contact with professionals outside of the facility who are assigned to help you.	To respect rules about communication and to reach out to your support system so that they can help you during treatment. To know that you still have to abide by phone call rules unless a treatment professional or team decides otherwise.
17.	<b>To be outdoors daily (when it is safe) and engage in play,</b>	To respect your Activity Therapy/Recreational Therapy staff and follow

	<b>recreation, and exercise on a regular basis.</b>	their rules.
18.	<b>Keep and use personal clothing/ possessions with individual storage for private use.</b>	To abide by New Hope’s rules for what you can have or not have at the facility. Do not touch items that belong to someone else.
19.	<b>To practice your own religion and spirituality.</b> This includes praying and reading religious texts in a manner which does not impose upon the religious rights and needs of peers. (Please see section on Religious Services)	To let your therapist or spirituality coordinator know if you need assistance with religious or spiritual matters. We cannot provide you with religious services, but your parent/LG can send a religious representative whom they approve to see you.
20.	<b>To keep and spend reasonable amounts of your own money.</b> This includes spending money while on a field trip or outing.	To learn how to manage your money wisely and responsibly.
21.	<b>To be given clear expectations for your behavior and feedback about your progress.</b>	To follow those expectations and behave accordingly. To use the feedback as a tool for your continued improvement.

While in treatment, you maintain any and all civil rights. Which include the following, based on your age: right to free speech and expression, religious expression, privacy, freedom of association, freedom from cruel and unusual punishment, right to marry, vote, procreate and raise children, and the rights to own property, and have equal employment and educational opportunity.

### Grievance Process

If you feel like your rights have been denied, you can make a complaint. If you want to make a complaint, you can ask for a grievance form or report the issue to your therapist, staff, or teacher. You will not get into trouble for making a complaint or honestly reporting problems. If you ask for a grievance form, it must be supplied to you. You can ask for assistance in filling it out. It then goes into the locked grievance box located at your unit’s control station. Only the Rights Advocate can access grievances. They will read your grievances and respond to you within a reasonable timeframe.

### Advocacy

All residents are given the name of the designated Rights Advocate upon admission to the facility. If a resident feels that his/her rights have been violated, including but not limited to any allegation of abuse and/or neglect, he/she may file a written

grievance. Parents/guardians are encouraged to discuss any concerns directly with their child's Therapist or Program Director. They may also contact the Lead Resident Rights Advocate at the facility's main number: (803) 328-9300. If the resident or parent/guardian feels that the rights issues remain unresolved, you have the right to contact South Carolina or your state's advocacy program.

South Carolina Department of Social Services: (803) 898-7318

North Carolina Disability Rights: 919 856-2195

Contact information for other state-specific advocacy numbers is posted and available on each unit, or you can simply ask your Lead Resident Advocate.

### **Restriction of Resident Rights**

It is the policy of New Hope Treatment Centers to protect residents' rights and to ensure that these rights are not restricted without due cause and proper authority. In order to ensure that all residents receive the treatment in a safe manner, it is sometimes necessary to restrict some of the rights discussed above. Precipitating factors in the restriction of these rights could be: threats of self-harm, threats of harm to others, medical condition, legal conflicts, or the interference with the rights of others. These restrictions must be time-limited and approved by the treatment team. The resident and parent/guardian will always be informed of the decision to restrict his/her rights, as well as the clinical justification of those restrictions. If appropriate, the parent/guardian will be allowed to participate in the discussion regarding the restriction of these rights. The specific restriction will be reviewed on a regular basis and appropriately documented.