



## ***Parent Handbook***

# ***New Haven, Inc.***

Spanish Fork and Saratoga Springs Campuses

New Haven Parent Handbook

**FOR PARENTS EVERYWHERE.**

## ***Acknowledgments:***

Thanks to New Haven's exceptional staff for their contributions and feedback.

Thanks to New Haven's alumni parents for their patience, contributions, hard work,  
and for blessing us with their daughters for a season.

## **PUBLISHED BY:**

New Haven, Incorporated 2172 East 7200 South Spanish Fork, UT 84660

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# ***Introduction***

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Welcome to New Haven. The Parent Handbook is a compilation of important information pertaining to New Haven's program and is intended as a resource for you and your family to more easily navigate New Haven's program. Please take the time to thoroughly review the information contained in this handbook and refer to it as questions arise.

# I. General Information

## Communication Policies

### VISITS AND PASSES

All visits and passes need to be planned at least one week in advance with your therapist.

#### First Month

Visits during the first month (outside of family therapy) are strongly discouraged to allow your daughter time to acclimate herself to the program. The Treatment Team must approve any requests, including emergencies that may require a visit during this time period.

#### Visits/Day Passes

Our visitation policy reflects and supports the reintegration of your daughter into your family. All visits should have a therapeutic purpose. Once your daughter has achieved Exploration Phase, New Haven encourages day passes and on campus visits as directed by Treatment Team.

#### Off Campus Overnight Passes

We encourage families to complete overnight passes, as directed by Treatment Team, once your family has achieved Insight Phase. Overnight passes can be spent close to New Haven or at home. However, at least three family home passes are required as part of the program, one of them being extended (at least 10 days). These passes allow your family an opportunity to apply and practice the skills you have learned in a home setting before completing the program.

### TELEPHONE POLICIES

#### First Two Weeks and Safety Phase

Your daughter may not have phone contact with anyone (outside of family therapy) for the first two weeks so that she may acclimate herself to New Haven more quickly. As long as any of you are on Safety Phase, you may not have private phone contact with each other.

#### Weekly Phone Privileges

Your daughter will be allowed one call home (outside of therapy) per week. Once your daughter has been here two weeks and you are all on Expectation Phase, the Residential Director will assign her a weekly phone call time which matches your schedule. You need permission from your Primary Therapist to speak with your daughter any other time.

### AFTER-HOURS CONTACT INFORMATION

If you have an EMERGENCY or urgent reason to contact New Haven after regular business hours you may do so by calling 435-574-9992. Please leave a detailed message including: your name, your daughter's name, the house she resides in and your contact information. Please allow ONE HOUR for a response.

### EMAIL POLICY

To ensure the safety of your daughter as well as the other students and staff, we have adopted a strict policy regarding mail. Please follow the provided guidelines in regards to email.

- » All outgoing email your daughter writes will be sent to you. If you approve of the intended recipient, then you are responsible to forward the email to them.

- » All emails written to your daughter must be first sent to you for approval. Once approved, you may forward it to your daughter at New Haven.
- » Please note, to aid in expediting our mail process we ask that you write your daughter's first and last name in the subject line of the email.

*Below is a list of each house at New Haven and its corresponding email address. Please use the email address listed for the house your daughter will be residing in.*

<p><b><u>Mother Teresa House</u></b></p> <p>teresastudents@newhavenrtc.com</p>	<p><b><u>Eleanor Roosevelt House</u></b></p> <p>rooseveltgirls@newhavenrtc.com</p>	<p><b><u>Sacagawea House</u></b></p> <p>sacgirls@newhavenrtc.com</p>
<p><b><u>Amelia Earhart House</u></b></p> <p>hobblecreekgirls@newhavenrtc.com</p>	<p><b><u>Rosa Parks House</u></b></p> <p>parksgirls@newhavenrtc.com</p>	<p><b><u>Florence Nightingale House</u></b></p> <p>nightingalegirls@newhavenrtc.com</p>
	<p><b><u>Susan B. Anthony House</u></b></p> <p>anthonygirls@newhavenrtc.com</p>	

## POSTAL PACKAGE/LETTER POLICY

New Haven requires parents to provide an approved contact list for postal mail. Your student will only be allowed to receive mail from approved contacts on this list. If your student receives a package/letter from someone not on this list the mail will be returned.

- » When sending mail to your daughter, please include: your daughter's first and last name and the name and address of the house she resides in.
- » Please refer all questions regarding packages to your Residential Director.

*Listed are the addresses of both of New Haven's Campuses. Please use the address that corresponds with the house your daughter will be residing in.*

<p><b><u>Spanish Fork Campus</u></b></p> <p>(Sacagawea, Roosevelt, Teresa and Earhart Houses)</p> <p>2172 East 7200 South Spanish Fork, UT 84660</p>	<p><b><u>Saratoga Springs Campus</u></b></p> <p>(Parks, Anthony and Nightingale Houses)</p> <p>228 West 400 North Saratoga Springs, Utah 84045</p>
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## ***Program Guidelines***

### **CLOTHES**

While at New Haven, you must receive approval to send additional clothing to your daughter through the residential director.

### **FOOD AND DRINK**

New Haven does not allow you to send your daughter food or drink. Any food or drink sent without special permission from the residential director will become New Haven's property.

### **GIFTS**

Students and parents should not purchase gifts for New Haven employees at any time, including transition. If students wish to give a staff a present, it should be something that the student/parent makes, such as a letter.

### **INCOMING PROPERTY**

A staff searches all incoming property. If the banned items are illegal, New Haven will destroy them or turn them over to the local police agency, as the law requires.

### **MUSIC/MEDIA**

Your daughter may not bring her own music to New Haven including iPods, CDs, etc. until Interdependence Phase. Uplifting music approved by Treatment Team is provided for students to listen to.

Any movies, video games, video game systems, stereos, etc. that are brought to New Haven are donated to the community and permanently become New Haven property.

### **OUT-GOING PROPERTY**

New Haven will make a reasonable effort to assure that out-going property belongs to your daughter. Any property of questionable ownership will not leave campus until ownership is determined. New Haven will not pay to ship out personal property. You are responsible for finding a way to get it home. Upon program completion you must remove ALL personal items from New Haven before discharging. New Haven will take ownership of any property left on its campus (for any reason) longer than 30 days.

### **PERSONAL PROPERTY**

New Haven is not responsible for the loss of or destruction of your daughter's personal property. Sharing, selling, lending, trading, and giving away personal property is against New Haven policy. Staff enforce this rule whenever possible, but are not accountable for your daughter's choices.

### **SMOKING**

Your daughter may not smoke at New Haven, nor may she smoke during home passes while enrolled at New Haven. Family members who smoke should refrain from smoking around the student. Family members and friends may not smoke on New Haven's campus.

### **STORAGE OF PERSONAL PROPERTY**

While at New Haven, your daughter may store any excess or confiscated property on campus until arrangements can be made for the items to be returned home. This should be done in a timely manner.

## II. Program Financing

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Carefully review the financial information provided. If you have any further questions please refer them to one of the contacts listed below for additional information.

### CONTACTS

#### General Accounting Information

661-214-5378

invoicing@innerchange.com

#### General Insurance Information

Heather Black

435-229-5498

heatherb@innerchange.com

#### Please send all financial documents/payments to the following address:

New Haven, Inc.

5500 Ming Ave., Suite 265

Bakersfield, CA 93309

### FEES

#### Daily Rate

New Haven charges a daily per diem rate that includes all basic costs of treatment including, but not limited to therapy, psychiatry, school, room and board, management, clerical, etc. New Haven charges for both the day of admission and the day of discharge. For families who will be paying privately we give a discounted rate.

#### Costs Not Covered

Any medical costs (physicals, medication, dental, vision, ER etc.) are not covered in the daily rate. Clothing and travel are examples of other costs that are not included in the daily rate. Such costs will be deducted from each family's trust account.

#### Trust Account

Upon admission, New Haven requires each family to create a "Parent Trust Account" in the amount of \$1000.00. The initial deposit may be made by check or credit card; however, a credit card must be kept on file for future deposits into the student account. Parents will receive a monthly statement invoice outlining the personal expenses incurred by the student. This is money that will be managed by New Haven for incidentals and special purchases of the families. Typical expenses are medical bills, medication co-pays, clothes, etc. The balance of this account should not drop below \$200.00 during enrollment. The trust account money is not considered fees for treatment.



## **BILLING**

### **Regular Billing**

Fees are expected to be paid in advance. Each family will be invoiced on a monthly basis. If families do not receive an invoice, this does not dismiss them their contractual duty to pay on time according to the admissions contract.

### **Insurance Billing**

As insurance payments are collected they will be credited to the families. New Haven will not act as a bank and will not extend credit lines until insurance benefits are paid. Insurance companies will be billed based on the daily rate. New Haven will not automatically bill insurance companies, check benefits, or otherwise assume any responsibility for collection of insurance reimbursement unless specifically directed to do so by the policy holder. Families with insurance coverage are expected to pay their full deductible and co-pay amounts.

### **Out-patient Billing**

New Haven or its therapists will not – under any circumstance – provide outpatient billing. If an insurance company agrees to pay for out-patient equivalent services, all such arrangements need to be between the client and the insurance company.

# III. Program Description

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## *New Haven's Philosophy:*

HEALING FAMILIES. EMPOWERING GIRLS.

### *Our Approach to Helping Your Family*

Since 1995, New Haven has been helping families heal. We recognize that each family is unique, so we design a specific treatment plan for each individual family. We've also found that some aspects of treatment are so beneficial that they have become a fundamental part of our program. Family involvement is central to New Haven's program. We realize that lasting change in the young women we work with can only occur if the family changes in unison. Through family events, family therapy, and parent coaching, we invite families to join their daughters in a process of grieving, growing, forgiving, and healing.

The family systems approach is a supportive, non-judgmental style of therapy that engages the entire family in a cooperative process of growth. We have found that young women respond well to family-based treatment because they know that the treatment focus is not solely on them; they no longer feel the shame of being "the problem" in the family. We often hear parents wonder out loud why New Haven is working when other treatment centers have not. Our research-based, heart-driven approach to family work creates a safe emotional environment in which families can make lasting changes. A family-systems approach is fundamentally relational. For years treatment centers were based on a behavior-modification model which can be less effective. Research shows that one of the most effective sources of hope and change is the relationship a troubled teenage girl has with her therapist. New Haven focuses its entire program around nurturing healthy, healing relationships. Struggling adolescent girls are much more likely to change in a nurturing atmosphere, where they encounter kind, competent, positive people. This allows girls to practice new skills and positive behaviors in a context of health, so that they are prepared to return home to the relationships that matter most – family relationships.

We know from experience and from research that lasting change occurs when the whole family is engaged in a coordinated process of growth and change. New Haven applies all of its resources to helping families heal from the past, thrive in the present, and move toward a hopeful future, hand-in-hand with their daughters.

We use the following **Three Pillars** to enable our approach: Empowerment, Relationships, and Engagement.

#### **I. EMPOWERMENT**

While students and families coming to New Haven will experience a wide range of emotions, most everyone feels these three things: hopeless, helpless, and out of control. Our program is designed to give that control back through empowerment.

We empower our students by giving them clear accountability, responsibilities, and therapeutic education. Each girl and her family will have an active part in creating their family's Master Treatment Plan along with the treatment team.

Our treatment program does not include a points system, but is instead based on strengthening personal values. The Family Healing Program helps to further individualize each family's treatment. Every student will complete therapeutic assignments based on the values she and her family has.

To prevent stigmas, we call the girls entrusted in our care students, not clients. We will never label our students by their diagnoses, nor will we ever divide our houses by diagnoses.

Every student has a Relational Coach to work with outside of therapy. This mentor, along with the entire residential community, helps them practice new skills. These might include asserting their needs, conflict resolution, and personal responsibility.

## **II. RELATIONSHIPS**

One of the most enduring and fundamental aspects of New Haven's program is our focus on relationships. All therapy is relationship-based, not focused on behavior modification. To help heal the family system, we teach the "connection-break-repair" cycle and model how to use it. Our staff to student ratio is the highest in the nation.

We have several processes in place to foster relationships with our student's families while at New Haven. We host a therapeutically-intense family weekend six times per year. During these three days, daughters will spend time with their parents and families, attend therapy in-person, and join in group therapy sessions.

To help our students build healthy relationships, we have created a home-like environment. We have a home kitchen with a dinner table instead of a cafeteria, and we serve meals family-style. Students will have roommates. This might remind them of sharing a room at home, or help them prepare for college dorms. For many girls, their relationship with animals is just as important as their relationship with people. We have cats, dogs, and horses on campus for them to bond with. Our students can even adopt their own cat while at New Haven.

Students will go on multiple home visits once it is safe for them to leave campus. During these trips home, they can reconnect with their family and practice skills in their home environment. When they are ready to return home permanently, we offer aftercare to ease the transition. Aftercare includes a home visit from the family therapist, coaching hours, and parent support calls. These services provide support and help to maintain relationships during the months after your transition.

## **III. ENGAGEMENT**

We know that talk therapy isn't for everyone, so we offer several types of therapy to find the one that works best. We offer several treatment modalities for individual, family, or group therapy settings:

- » EMDR (eye movement desensitization and reprocessing)
- » Mind-body healing
- » Experiential therapies
- » Enactments
- » Adventure-based therapy
- » Sensory modulation
- » Somatic healing
- » Accommodations
- » Core issue/core meaning therapy
- » Trauma-informed yoga
- » Mindfulness
- » Cognitive-behavioral therapy
- » EAGALA (equine assisted growth and learning association)

We also offer therapeutic groups specifically for parents:

- » Vicarious trauma support
- » Situational planning (preparing for potential situations, instead of reacting in the moment)

By exposing our students to a multitude of therapies, we are confident that they will excel in their therapeutic work.

A traumatic event often strips an individual of their identity. Our goal is to help them rediscover who they are as well as find their passions, they will have an opportunity to take private lessons. As they prepare to leave our treatment program, they will feel empowered, connected, and supported.

## *Therapy and Therapeutic Interventions*

### **INDIVIDUAL THERAPY**

Your daughter has a personal therapist who does individual therapy with her for at least 90 minutes each week.

### **FAMILY THERAPY**

You, your daughter, and your therapist will meet for a 90 minute therapy session via video conference each week. Families must also attend Family Weekends (see Family Weekend Section).

### **GROUP PSYCHOTHERAPY**

Clinicians provide five-six, 60 minute sessions of group psychotherapy each work week, divided into specific needs. Examples of these are: open group, addictions, adoption, body-image, eating disorders, assertiveness training, relaxation, trauma, and depression.

### **EXPERIENTIAL THERAPY**

Ropes certified or licensed recreation therapists provide four, 60 minute experiential therapy groups each week and a 6-8 hour adventure day twice per month. Your daughter also participates in another four, 90 minute recreation activities each week under the supervision of a Shift Supervisor or recreation technician. Your daughter will learn concepts such as trust, cooperation, confidence, and courage in formal therapy and will practice these in recreation therapy.

### **TREATMENT TEAM**

The Treatment Team is a collective group of experienced New Haven employees that meet weekly to discuss the treatment and future needs of each student and her family. Each house has its own Treatment Team consisting of its Clinical Director, Clinical Therapists, Residential Director, Recreation Therapist, Shift Supervisors, an Academic Representative, and a Nursing Representative. Parents may be invited to participate via conference call or in person.

### **NARCOTICS AND ALCOHOLICS ANONYMOUS**

New Haven offers the 12-Step meetings for students with drug/alcohol dependency. Not all students attend NA/AA meetings.

### **FAMILY WEEKEND**

Your family will be a vital part of your daughter's treatment at New Haven. We have several processes in place to foster relationships within your family while at New Haven. Six times per year New Haven hosts a therapeutically-intense family weekend for all New Haven families. During these three days, you will spend time with your daughter, attend therapy in-person, and join in group therapy sessions with other families. Family Weekend provides an opportunity for your family to experience a small taste of what it is like for your daughter every day at New Haven. It offers an opportunity for your family to engage in valuable therapeutic work. It also offers your family the opportunity to seek support and encouragement from other families.

As parents/guardians you are required to attend each Family Weekend. Siblings are not required to attend. Their involvement in Family Weekend will be decided upon by you, your daughter, and your Therapist. However, siblings are invited to our Sibling Family Weekend held one-time per year. This event is designed with activities and groups for the entire family.

## **SERVICE TRIPS**

Mahatma Ghandi once said, “The best way to find yourself is to lose yourself in the service of others.” At New Haven, we believe the more your daughter reaches out to others in a helpful way, and gives of herself, the more she will discover her own worth and sense of purpose. Building on this belief, New Haven offers families an opportunity to participate in service oriented trips for an additional cost. These trips take place all over the world as well as in the United States. Families in the past have helped build clean water systems in Africa, a school house in Panama, and participated in other service projects in Peru, Indonesia and several other areas of the world. They have also stayed more local by serving Native American communities in Arizona and Alaska. No matter the location or service rendered, each person who attends will have the opportunity to immerse themselves in life changing acts of service for others.

## **AFTERCARE**

New Haven is committed to supporting your family once you are home. To best support you, we have developed what we call HomeWorks©. HomeWorks© offers a variety of services for your family after your daughter has returned home. As a family you will choose what services best meet the needs of your family. You will begin discussing these options while on Integrity Phase of the Family Healing Program. Consult with your Therapist with any further questions.

## ***Residential***

## **GENERAL STAFF**

New Haven’s highly trained and well-educated residential staff will assist your daughter with the practical applications of her therapy in everyday life, 24 hours a day. New Haven staffing is designed to replicate a family system. Staff-to-student ratios are always 1-to-4, and there are no heavily locked doors nor keyed access areas.

## **HOME ATMOSPHERE**

New Haven’s facilities are separated into seven, self-contained 8,500+ square foot homes with two schoolhouses. Your daughter has roommates and shares a bathroom. We have large kitchens and comfortable dining and living areas for her use. Therapy offices, laundry services, nurse’s stations, and business offices are all contained in the homes’ structures.

## **SUNDAY SPECIALTY MEETING**

Each Sunday your daughter will participate in a meeting centered on a value. This may be presented by students, staff and/or keynote speakers.

## **HORSE CARE/ RIDING**

Your daughter will have the opportunity to care for and ride New Haven’s horses. She will learn to saddle, bridle, brush, and develop horsemanship skills.

## **OFF-CAMPUS ACTIVITIES**

Your daughter will find herself in the community or in nature at least three nights each week. Movies, crafts, day hikes, bowling, service projects, campouts, and other wholesome leisure activities teach her appropriate options for her spare time when she returns home.

## **EXERCISE**

New Haven has ample space for various types of physical activity such as yoga, resistance training, and other aerobic activities. Students will participate in a physical education class as part of school. We also offer our students the opportunity to compete competitively on our New Haven basketball, volleyball, and soccer teams.

## PRIVATE LESSONS

Your daughter may formally pursue her talents or interests as soon as she is on Insight Phase. She will have the opportunity to participate in weekly lessons of her choice such as dance instruction, art classes, singing lessons, etc. New Haven will pay up to \$30.00 per lesson. If your daughter's lesson exceeds the allotted \$30.00 you will be responsible to cover the difference.

## *Medical Services*

### 24-HOUR NURSING

New Haven employs Registered Nurses, LPNs, Medical Assistants, and CNAs on-site throughout the day and evening to ensure your daughter's medical safety and stability. Nurses are on call 24 hours a day in case of emergency.

### PSYCHIATRIC AND NUTRITION SUPPORT

New Haven contracts with local Psychiatric and Nutrition providers to manage the care of the students on campus. The contracted Psychiatrist/Psychiatric NP meets with students within the first week of admission, 2 weeks after admission, and every 4-6 weeks thereafter. New Haven contracts with Registered Dietitians that meet regularly with our students.

### MEDICAL APPOINTMENTS

The New Haven Nursing Department is happy to provide urgent and supplemental medical care to students at New Haven. In the event that a student has an urgent medical need or condition, the Nursing Department will provide care for this in the form of immediate treatment, doctor's visits, and follow up treatment.

Likewise, if a student has a chronic medical condition that requires regular checkups with a specialist and this student has been approved for admission/treatment by the Nursing Director, the Nurses will take them to maintenance appointments and care for their medical needs. The student needs to be stable enough that they do not need frequent follow up appointments.

Once a student has reached a Phase that allows them to go on home passes, families are encouraged to make use of these home passes to address ongoing medical problems and maintenance appointments with their local health care providers.

The following are examples of maintenance appointments: dental, orthodontic, physical therapy, chiropractic and eye care. The guidelines for these appointments are as follows:

#### Dental:

- » If a student has not had a dental cleaning or exam in the last year, the Nurses will make an appointment for her to see a dentist while she is at New Haven.
- » If a student has had a dental cleaning or exam in the last 6 months, the Nurses encourage her to follow up with her home dentist for future appointments.
- » If a student receives regular dental care but has current tooth pain or concerns, the Nurses will help to facilitate these appointments.

#### Orthodontic:

- » If a student is admitted to New Haven with orthodontic devices in place, the Nurses can take them to follow up appointments with a local orthodontist while they are at New Haven.
- » If a student does not have orthodontic devices at the time of admission, New Haven will not have these devices placed while they are residents. It is preferable that they wait until they can be seen by their home Orthodontist.



### **Wisdom Tooth Removal:**

- » The Nursing Department encourages any student that needs their Wisdom teeth removed to have this done on a home pass or after they have discharged from New Haven. If it is determined by a Dentist or Oral Surgeon that a student's Wisdom teeth need to be removed sooner than later, and they are not eligible for a home pass in the near future, then the student may have the procedure done while she is at New Haven with the approval of the Treatment Team.

### **Physical Therapy:**

- » Nurses will provide physical therapy appointments for students that are admitted with current physical problems that are causing pain or limitations.
- » The Nurses will not provide physical therapy for an old injury that has already been treated. In this case, the student will be encouraged to do exercises that have been recommended to them by past Physical Therapists. These exercises can be coordinated between the Nurses and the P.E. teacher.
- » The Nurses can accommodate no more than 2 physical therapy appointments per week. The only exception to this would be if the student is injured while at New Haven and the Physical Therapist recommends it.
- » In order for physical therapy appointments to continue on a regular basis, the student will need to fill out a weekly exercise log indicating that they are completing the assignments that the physical therapist has given them. If they do not do their exercises at least 4 out of 7 days per week, the next immediate physical therapy appointment will be cancelled. It will be rescheduled once they can show that they have done their exercises.

### **Chiropractor:**

- » Nurses will provide Chiropractic appointments for students that are admitted with current physical problems that are causing pain or limitations.
- » The Nurses will not provide Chiropractic appointments for an old injury that has already been treated. In this case, the student will be encouraged to do exercises that have been recommended to them by past Physical Therapists or Chiropractors. These exercises can be coordinated between the Nurses and the P.E. teacher.
- » The Nurses can accommodate no more than 2 Chiropractic appointments per week.

### **Eye Exams:**

- » If a student has not had an Eye Exam in the last year, the Nurses will make an appointment for them to get an exam while they are at New Haven.
- » If Glasses or Contacts are needed, the Nurses will provide an appointment for this.

### **Occupational Therapy:**

- » It is recommended that Occupational Therapy appointments be done at home. If OT appointments are recommended by a member of the treatment team, the entire treatment team will then discuss the need, and the Nursing Director will have final approval.

### **Specialist Appointments**

- » If Specialist appointments are required, and it is known before admission, it must be approved by the Nursing Director.
- » If it is determined that a student needs an appointment with a Specialist after admission, and the student is able to go on home passes, it is recommended that these appointments be done at home. If the student is not eligible for a home pass and the appointment is urgent, the Nurses will accommodate the appointment.
- » Any exceptions must be approved by the Nursing Director.

## **NEW HAVEN PHARMACY AND MEDICATION POLICY**

New Haven contracts with a specific pharmacy that provides medications for all of our students. The Nursing Department will not go to other pharmacies to get medications. If a parent feels that they can get medications cheaper at a different pharmacy, then they will need to make arrangements for this themselves. Any exception to this will need to be approved by the Nursing Director.

If the parents prefer to get their medication from another pharmacy, the following things are required:

- » 3 months' worth of medication should be sent at a time, this includes supplements.
- » The medications need to be shipped directly to New Haven. They can be mailed directly by either the pharmacy or the parent/guardian.
- » If mail-order medications are used, the parents will contact the mail-order pharmacy and make arrangements for payment, for shipping to New Haven, and for the New Haven nurses to be allowed to request refills.
- » Medication mailed to New Haven needs to be addressed to the Nursing Department not to your daughter.
- » Any controlled substance will need to be filled locally through the contracted Pharmacy. This is because these medications cannot be filled for 3 months at a time, and many cannot be sent through the mail.

The purchase of Over-the-Counter medication or Supplements may be ordered by the parents and sent to New Haven, or ordered online/in store by the Nurses with the parent's approval.

## ***IV. Family Healing Program***

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The Family Healing Program is a value based program designed to empower your family as you identify, explore, and live by your personal and family values. Nearly everything your daughter will do in order to progress while at New Haven is contained in the Family Healing Program. It is comprised of five phases. Each phase has been carefully named and given a symbol to represent your journey through New Haven. The first two Phases begin with the prefix “EX” (external). The last three Phases begin with the prefix “IN” (internal), which represents the shift from being externally to internally motivated.

- » Expectation Phase ~ North Star
- » Exploration Phase ~ Footprint
- » Insight Phase ~ Sun
- » Integrity Phase ~ Heart
- » Interdependence Phase ~ Circle of Life

As you and your daughter journey through the Family Healing Program, you will be supported both collectively and individually by New Haven staff, therapists, teachers, nurses, as well as other New Haven families. Our goal is for you to make peace with your past, thrive in the present and create a hopeful future, together as a family. Below is a detailed description explaining the different aspects of the Family Healing Program.

### **RELATIONAL COACH**

Within a day or two of arriving at New Haven, your daughter will be assigned a “Relational Coach”. This staff member will be her personal “coach” as she works through the program. He/She will explain the program to her, help her work on her bead and phase assignments and most importantly, be a supportive and healthy example to her.

### **PHASE WORK**

Each phase has assignments your family will need to complete before moving to the next phase. They are divided into four sections. Your daughter will need to complete the Student Assignments for each Phase. You, as parents, will have Parent Assignments to complete. The Family Assignments and Transition Assignments will be completed in family therapy, on your family phone calls, or on passes. Your daughter’s individual assignments will incorporate all aspects of her treatment, including individual therapy, family therapy, recreational therapy, academics, and developing her personal values. To be eligible for Phase Advancement, your family must have the assignments from all four sections completed and signed. Successful transition from the program includes completing all five phases of the program.

### ***Phase Explanations and Privileges***

### **SAFETY**

Upon admission to New Haven you and your daughter are placed on Safety. Safety is not one of the five Phases of Healing. However, it is an important step in your family’s process of building trust and committing to physical and emotional safety. This consists of higher levels of external structure while your daughter is learning New Haven’s expectations. During this time you and your daughter prepare to create supportive relationships with the New Haven community.

### **Student Privileges**

1. Must be within 5 feet of staff at all times.
2. While in bathroom, the door must be cracked and the student must be counting.
3. May not go off-campus without a therapist.
4. May not wear jewelry.
5. May not wear shoes in the house.

### **Family Privileges**

1. May not have visits or phone calls.
2. May communicate through email or letters.

## **EXPECTATION PHASE**

On Expectation Phase of Healing your family is learning New Haven's rules, boundaries, structure and other expectations. You and your daughter learn about family and societal expectations and apply them into your daily actions. Your daughter's motivation is external in this phase of healing. Supportive supervision and environmental structure is needed.

### **Student Privileges**

1. Must be in line of sight of staff at all times.
2. Bathroom door may be closed.
3. May sleep in a room other than the Safety room.
4. May wear approved jewelry.
5. May wear shoes in the house.
6. May go off campus for activities.

### **Family Privileges**

1. 20 minute supervised phone call.
2. Visits on campus.

## **EXPLORATION PHASE**

On Exploration Phase of Healing your daughter is still externally motivated. You and your daughter begin to explore and rediscover your values. You learn to establish an attitude of openness to new information about yourselves, specifically self-defeating behaviors. On this phase your daughter still manifests the necessity of continual staff direction. She is mostly teachable, open to learn in therapy and school, and is compliant with expectations. Your family is able to give feedback in respectful ways and receive it non-defensively, as well as identify and acknowledge treatment issues.

### **Student Privileges**

1. May be alone for 15 min with staff approval.

### **Family Privileges**

1. 30 minute unsupervised phone call each week.
2. Off campus visits, but not overnight.

## **INSIGHT PHASE**

During Insight Phase internal motivation is more evident. You and your daughter are able to verbalize personal insights into what you do and why you do it. You are aware of ego-defense mechanisms and their destructive nature. You and your daughter display a willingness to be open and honest, and are working to restore trust. Relationships with others become key in learning about self.

### **Student Privileges**

1. One, 10 min supervised friend phone call.
2. May be alone for 30 min with staff approval.
3. Will begin a private lesson of her choice.

### **Family Privileges**

1. Begin off-campus, overnight passes.
2. 60 min unsupervised phone call each week.

## INTEGRITY PHASE

Integrity means wholeness. Your family manifests a genuine change of heart and attitude. You and your daughter are constantly learning and consistently demonstrating internal motivation. Individual and family values become part of daily living and decision making. Your daughter displays leadership and is an example to the community around her. Your family is sincere in therapy and active in transition planning.

### Student Privileges

1. Three, 15 min supervised phone calls to approved friends.
2. May be alone for up to 1 hour with staff approval.
3. May plan and take part in approved Fun Passes.
4. May begin technology use with a Technology Contract in place.

### Family Privileges

1. Unlimited time family phone call each week.
2. Extended off-campus passes which involve friends.

## INTERDEPENDENCE PHASE

When your family becomes Interdependent, you value growth, accountability, independence and responsibility. Individual family members are driven by an internal motivation and feel a sense of self-confidence and worth. Your family understands that it is healthy to provide and receive appropriate levels of guidance, support and structure. Your family members are resilient to stress, remain flexible, and are intentional in your relationships. A state of interdependence allows the family to continue the process of healing and growth in their future together.

### Student Privileges

1. Student may be off campus for a pre-determined amount of time (decided by parents and Treatment Team).
2. May be alone for up to 4 hours with staff approval.
3. Student may have an increase in technology use as per the Technology Contract.
4. Student may have an allowance (instead of trust account). Amount will be determined by parents and Treatment Team. Because of liability, money will still be kept locked up.
5. Student will work with the nurse to take more responsibility for her medication.

## PRIORITIZED VALUES

New Haven believes strongly in personal values. We believe that when our actions are aligned with our values we will be happier. To help you and your daughter discover your values, you will have the opportunity to identify and define your personal and family values. This will be done at the beginning of your New Haven journey and again toward the end of your New Haven journey. This allows you the opportunity reflect on personal growth and changes within your values since arriving at New Haven.

## VALUE BEADS

A Value Bead is a module consisting of 10 suggested tasks to help one learn about and apply that value to their life. On each Phase your daughter will be asked to complete a specific number of Value Beads. In addition there are Family and Parent Beads that must be completed by you and as a family. When your daughter completes her personal and family beads she will be recognized with an actual bead at a Values Ceremony. Those beads will be placed on a bracelet and presented to her at your Family Transition Ceremony.

## **PERSONAL THERAPEUTIC ASSIGNMENTS**

There are several requirements throughout the Phases that are designed to help your daughter explore who she is. These may include writing an autobiography, memorizing quotes, doing collages, planning activities, etc. You will also have an opportunity to complete a few of these assignments.

## **SUBJECTIVE REQUIREMENTS**

There are some requirements for each phase that cannot be physically done, but are qualities and behaviors we would like to see exhibited. These include honesty, respect, maturity, etc. These requirements will need to be worked on in addition to the tasks each phase requires. Sometimes your daughter may have completed all her assignments to earn a Phase, but if she is not demonstrating the qualities we think are necessary to earn that Phase, your family may not advance. This also applies to parents.

## **PEER FEEDBACK**

One requirement for each phase is that your daughter obtains feedback from her peers. Each phase has a specific Peer Feedback Form found in the Family Healing Binder. Approximately one week prior to applying for phase advancement your daughter will pass out the phase specific form to each peer. They will write their feedback on the sheet, and then turn it into a staff member. Treatment Team will read the feedback and if the majority is positive the requirement will be signed off in her Family Healing Binder. If the majority of the feedback is not positive, then the requirement will not be signed off, and she will not be eligible for the phase advancement.

## **PHASE ADVANCEMENT**

In order to be eligible for Phase Advancement, you and your daughter must have completed and signed off all the Phase and Academic assignments from the Family Healing Binder from that particular phase. Once all of your assignments are complete, you will fill out a Phase Advancement Application. These are found in the back of each section of your Family Healing Binder. The Phase Advancement Application is something you, your daughter, and her Relational Coach must fill out prior to applying. Once you have filled your portion of the application it must be submitted to Treatment Team via your therapist. Your daughter will submit hers along with her Family Healing Binder. Treatment Team will make sure that all of her assignments as well as the parent and family assignments are complete. They will then discuss your progress toward that Phase. Treatment Team will then determine your family's Phase and your Therapist will inform you of the decision after Treatment Team has ended.

It is not uncommon for families to have to apply for a Phase more than once, so don't be too discouraged if you do not get your Phase on the first try. Phase applications must be filled out each time you apply, even if it is for the same Phase.

## **VALUES CEREMONY**

Every other month, your daughter will attend a Values Ceremony. This is where she will be publicly acknowledged for the hard work she has done in the Family Healing Program. She will be recognized for completing Value Beads, as well as advancing Phases.

## **FAMILY TRANSITION CEREMONY**

Upon completion of all phases of the Family Healing Program your family will be recognized in a Family Transition Ceremony. This event is to celebrate the incredible journey your daughter and your family has taken while at New Haven. It will be held on your family's last day at New Haven.



# V. New Haven School

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## *New Haven School Mission Statement*

AWAKEN AMBITION FOR:

LEARNING

RESILIENCY

LEADERSHIP

- Section I.** New Haven Academic Policies
  - » *Grading Policy*
  - » *Citizenship-Effort Grading Policy*
  - » *Grading Scale*
  - » *Homework Policy*
  - » *Students entering after start of the term*
  - » *Students leaving before end of the term*
  - » *Scheduling Therapy*
  - » *Academic Learning Rubric*
- Section II.** Classroom Expectations
- Section III.** Academic Class Schedule
- Section IV.** Progress Reporting
- Section V.** Credit
- Section VI.** High School Graduation Requirements
- Section VII.** Academic Services
  - » *Academic Assistance Programs*
  - » *College Planning*
  - » *Special Education Services*
  - » *Academic Advising*

## Section I: Academic Policies

New Haven's academic policies set it apart from other schools with a similar student population. We are committed to academic excellence as part of the emotional healing for our students. We believe that a student will not be truly healed unless she learns to demonstrate emotional regulation and resiliency in the classroom. We teach this to students by asking them to manage high academic expectations while they are engaged in the therapeutic change process. This is the only way students gain confidence that they can be successful at college prep academics when life is difficult. In other words, successfully manage their life at home and be healed.

### 1. GRADING POLICY - GENERAL

- » Parents will receive a PIN to access the school portal just after admission
- » Teachers will update grades for each class every week. Parents can check grades on the school portal.
- » Academic eligibility for participation in residential programming requiring privileges is determined each week prior to programming activity beginning.
- » Athletic eligibility is determined each week prior to games being played.

### 2. ACADEMIC GRADING POLICY

- » Our academic grades are based on traditional models of "letter" grades. Every nine weeks a student earns a letter grade in the range of A to F for a Term. As we are an academic institution, grades are a method of determining the effectiveness of the learning that occurs in the classroom. Semester grades not Term grades will be put on a student's transcript. A Semester grade is the average of the two Term (9 week) grades.
- » The grades we give are based on percentages and are as follows:

100-94 = A (4.0)	82-80 = B- (2.7)	69-67 = D+ (1.3)
93-90 = A- (3.7)	79-77 = C+ (2.3)	66-63 = D (1.0)
89-87 = B+ (3.3)	76-73 = C (2.0)	62-60 = D- (0.7)
86-83 = B (3.0)	72-70 = C- (1.7)	59 & BELOW = F (0.0)

- » We post a High Honor Roll and Honor Roll every term. To be on the High Honor Roll the student must have a 3.5 GPA with no grade lower than a C+. A 3.0 GPA with no D's or F's is required for the Honor Roll.

### 3. HOMEWORK

- » Students should expect to complete an average of at least 30 minutes of homework per hour of class in each subject. The majority of this homework is done during a teacher-lead advisory period during which students can receive help from their teachers. Additional homework time is available in the homes in the evenings and on weekends.

### 4. CREDIT FOR STUDENTS ENTERING AFTER THE START OF A TERM

- » It may not be possible for students arriving after the start of a term to earn a full term credit in all classes. When a student arrives after the start of a term, it is at the individual teacher's and Academic Director's discretion whether or not that student has earned credit for the entire term.

- » The faculty will use various criteria to determine credit earned. If possible, students will take double classes in certain subjects in order to complete enough assignments to earn full credit for the term in the specified classes.

## **5. NEW HAVEN SCHOOL GRADES WORK ON A ROLLING SYSTEM.**

- » Term grades indicate only where the student is at that moment in the semester. The Final semester grade is calculated at the end of the semester (after Term 2 and Term 4). In order for a student to earn any portion of semester credit, they must successfully pass the semester. If a student fails the semester, regardless of individual term grades, they will not receive partial credit. If a student leaves before successfully completing the New Haven program and before the end of a Term, they will NOT receive credit. Students leaving before the end of a grading term will have W (withdraw) on their transcript for the classes in which they are enrolled and be provided exit grades (the grades they were earning on the date they left along with the dates they were enrolled in the current term), but will not be awarded credit.

## **6. TO ENSURE FULL CREDIT FOR A GRADING TERM, STUDENTS NEED TO LEAVE NEW HAVEN SCHOOL WITH DEPARTURE DATES THAT COINCIDE WITH THE END OF THE 6 GRADING TERMS.**

*(End of Term 1 - November, End of Semester 1 - January, End of Term 3 - March, End of Semester 2 - June, End of Summer Session 1 - July, and End of Summer Session 2 – August)*

- » Exact dates for the end of the terms are available on the school year calendar. Students who depart at any time other than the last day of a grading term will not be awarded credit for the term unless the treatment team determines that they have successfully completed the program indicated by earning Interdependence and remaining on Interdependence for at least 30 days and the independent work that is assigned to the student is completed and returned for grading.

## **7. HIGH SCHOOL GRADUATION**

- » High School Graduation Ceremony will only be held in June. If a Senior will be completing graduation requirements in August, she will participate in the June graduation ceremony, but will not be given the actual diploma until all coursework has been completed. If a student completes the New Haven program and all High School graduation requirements, but departs New Haven on a date different than the end of the semester in June, the student is welcome to return and participate in the next scheduled graduation ceremony.
- » Any student who wishes to graduate from High School prior to their natural graduation date (when their class is scheduled to graduate), must also complete the New Haven program in order to meet all the New Haven High School Graduation Requirements.

## **8. ACADEMIC PLAN**

- » Upon entering New Haven School, the registrar does an Academic Plan for every student. This summarizes the credits that the student has received from previously attended schools as well as itemizes what the student is missing for graduation from New Haven School. This plan is used as the basis for scheduling classes for the student. The Academic Plan is shared with parents, student and is reviewed at every on-campus parent weekend conference.

## **9. CREDIT ACCEPTANCE**

- » New Haven School accepts credit granted for academic courses from other accredited schools. However, some elective credit previously granted may not meet Utah State Core Curriculum and New Haven School standards. These courses are listed on the transcript, but credit is not recognized.
- » Many students arrive at New Haven School having spent previous time in wilderness or transitional programs. These programs do issue school credit. However, many of the programs are not

accredited. In order to maintain the academic integrity that has been established at New Haven School, the transcripts are reviewed and some credit is issued for time spent in those programs. The credit that is issued is dependent on a review of the program and how it relates to the Utah State / New Haven School requirements. Many of the credits issued may not transfer at their full value that is indicated by the unaccredited program and will most likely be counted as general elective credit.

- » It is important to note that every accredited program has determined their own policy regarding the acceptance of credits granted by an unaccredited institution. If a student transfers from one school to another, this credit may be reassessed.

## **10. SCHEDULING THERAPY**

- » To ensure that important academic instruction is not missed, therapy should not be scheduled during core academic classes. This includes family therapy. Therapy can be scheduled during the advisory period from 11:35-1:00 MST. If you are having trouble scheduling family therapy, please contact the Academic Director to discuss any available options.

## **11. FAMILY HEALING PROGRAM**

- » Education is an essential part of the Family Healing Program. As stated earlier, we are committed to academic excellence as part of the emotional healing for our students. We believe that a student will not be truly healed unless she learns to demonstrate emotional regulation and resiliency in the classroom. Outlined within each phase of the Family Healing Program are specific academic requirements. Your daughter will be expected to meet the requirements listed for the phase she is working toward before she is eligible for Phase Advancement. These requirements are listed on the following document, The Academic Learning Rubric.

## THE ACADEMIC LEARNING RUBRIC

	EXPECTATION	EXPLORATION	INSIGHT	INTEGRITY	INTERDEPENDENCE
<b>ACHIEVE</b>	<ul style="list-style-type: none"> <li>» Obtain Disclosure document for all classes</li> </ul>	<ul style="list-style-type: none"> <li>» C average in all classes</li> <li>» Complete assignments when prompted</li> </ul>	<ul style="list-style-type: none"> <li>» C average in all classes</li> <li>» Complete assignments when prompted and some independently</li> </ul>	<ul style="list-style-type: none"> <li>» B average or match ability</li> <li>» Complete assignments independently</li> <li>» 85% home pass work completion</li> </ul>	<ul style="list-style-type: none"> <li>» B average or match ability</li> <li>» Complete assignments independently</li> <li>» Complete missing work independently</li> <li>» 95% home pass work completion and successful negotiation with parents</li> <li>» Demonstrates confidence and ability</li> </ul>
<b>ADVOCATE</b>	<ul style="list-style-type: none"> <li>» Identify two adults and two peers you can seek academic support from</li> </ul>	<ul style="list-style-type: none"> <li>» Approach identified individuals for support</li> <li>» Develop advocacy plan</li> </ul>	<ul style="list-style-type: none"> <li>» Voice needs appropriately</li> <li>» Apply advocacy plan</li> </ul>	<ul style="list-style-type: none"> <li>» Ask the right questions to the right people at the right time</li> <li>» Revise advocacy plan</li> </ul>	<ul style="list-style-type: none"> <li>» Create a plan to advocate for weaknesses and accommodations at next placement</li> </ul>
<b>ENGAGE</b>	<ul style="list-style-type: none"> <li>» Follow assigned class schedule</li> <li>» Identify classroom expectations</li> </ul>	<ul style="list-style-type: none"> <li>» Attend assigned class 80%</li> <li>» On time to class 75%</li> <li>» On task &amp; participating in class 75%</li> <li>» Remain in class 75%</li> <li>» Follow classroom expectations with prompting</li> </ul>	<ul style="list-style-type: none"> <li>» Attend class 90%</li> <li>» On time to class 85%</li> <li>» On task &amp; participating in class 85%</li> <li>» Remain in class 85%</li> <li>» Follow classroom expectations without prompting</li> </ul>	<ul style="list-style-type: none"> <li>» Attend class 95%</li> <li>» On time to class 90%</li> <li>» On task &amp; participating in class 90%</li> <li>» Remain in class 90%</li> <li>» Follow classroom expectations and encourage peers to follow expectations as well</li> </ul>	<ul style="list-style-type: none"> <li>» Attend class 100%</li> <li>» On time to class 95%</li> <li>» On task &amp; participating in class 95%</li> <li>» Remain in class 95%</li> <li>» Follow classroom expectations and encourage peers to attend class, stay on task, participate, and remain in class</li> </ul>
<b>PLAN</b>	<ul style="list-style-type: none"> <li>» Obtain a planner</li> <li>» Get school supplies</li> <li>» Get a class schedule</li> </ul>	<ul style="list-style-type: none"> <li>» Bring planner to class</li> <li>» Use planner 50% of time</li> <li>» Identify and define study skill deficits</li> <li>» Obtain work from teachers with prompting</li> </ul>	<ul style="list-style-type: none"> <li>» Use planner 75% of the time</li> <li>» Explore different study skills</li> <li>» Ask for work with minimal prompting from teachers</li> </ul>	<ul style="list-style-type: none"> <li>» Compare and contrast planning methods while using planner 90% of time</li> <li>» Demonstrate use of study skills</li> <li>» Gather and complete work with no prompting</li> </ul>	<ul style="list-style-type: none"> <li>» Demonstrate use of own plan system</li> <li>» Solidify study skills</li> <li>» Encourage others to gather and complete work</li> <li>» Create a plan to use school supports in next school</li> </ul>
<b>RESPECT</b>	<ul style="list-style-type: none"> <li>» Define Respect</li> <li>» Define Self-respect</li> </ul>	<ul style="list-style-type: none"> <li>» Accept feedback and consequences of disrespect</li> </ul>	<ul style="list-style-type: none"> <li>» Use respect and take accountability for any disrespect</li> </ul>	<ul style="list-style-type: none"> <li>» Respect teachers, staff and peers</li> <li>» Assess the effect respect has on the classroom</li> </ul>	<ul style="list-style-type: none"> <li>» Respect teachers, staff, peers and self</li> <li>» Unite the classroom by encouraging peers to use respect</li> </ul>
<b>RESILIENCY</b>	<ul style="list-style-type: none"> <li>» Identify what it is and why it is important</li> <li>» List available supports</li> </ul>	<ul style="list-style-type: none"> <li>» Understand academic strengths and weaknesses</li> <li>» Find coping skills for school</li> </ul>	<ul style="list-style-type: none"> <li>» Use available supports to</li> <li>» Identify academic difficulties</li> <li>» Use coping skills at school with prompting</li> </ul>	<ul style="list-style-type: none"> <li>» Demonstrate problem-solving</li> <li>» Demonstrate coping skills at school</li> </ul>	<ul style="list-style-type: none"> <li>» Develop Post-New Haven Plan</li> <li>» Persevere when things are difficult</li> <li>» Help others with confidence and competency</li> </ul>
<b>LEADERSHIP</b>	<ul style="list-style-type: none"> <li>» Define appropriate relationship boundaries</li> <li>» Identify elements of appropriate academic conversations</li> </ul>	<ul style="list-style-type: none"> <li>» Build trust and respect in relationships</li> <li>» Recognize appropriate conversation skills</li> <li>» Allow mentorship</li> </ul>	<ul style="list-style-type: none"> <li>» Enhance trust and respect</li> <li>» Practice appropriate conversational skills</li> </ul>	<ul style="list-style-type: none"> <li>» Show integrity in relationships</li> <li>» Display appropriate conversation skills</li> <li>» Positive peer interactions</li> <li>» Accept and give critiques</li> </ul>	<ul style="list-style-type: none"> <li>» Reach out to support peers</li> <li>» Able to effectively communicate with peers and teachers</li> <li>» Encourage peers to accept and give critiques</li> </ul>

## Section II: Classroom Expectations

- » Arrive on time
- » Arrive prepared with pen, pencil, paper, and books
- » Listen to and follow instructions
- » Show respect for teacher and peers
- » Turn in work on time
- » Do not return to the house except for lunch
- » Wear dress code at all times
- » Be monitored by staff on the computer at all times
- » Do not bring your phone to school
- » Be considerate ... Keep the noise level low in both the classroom and the hallways

## Section III: Academic Class Schedule

### SCHOOL CALENDAR

The School Calendar is e-mailed to parents just after admission to New Haven School. A copy is also available at each on-campus parent conference

### STANDARDIZED TEST DATES

ACT and SAT dates are listed on the school calendar. ACT and SAT tests are not given on campus. The PSAT is given on campus in October and is open to all students in 10th and 11th grade. AP tests are given in May on campus at New Haven.

### DAILY ACADEMIC SCHEDULE

<i>Academic Schedule</i>					
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY (alternates)
8:00 - 9:25	Period 1	Period 4	Period 1	Period 4	Period 1 or 4
9:30-10:55	Period 2	Period 5	Period 2	Period 5	Period 2 or 5
11:00-11:30	Lunch				
11:35-1:00	Advisory / College Success Class				
1:05-2:30	Period 3	Period 6	Period 3	Period 6	Period 3 or 6



## ***Section IV: Academic Advising & Progress Reporting***

Each student is assigned an Academic Advisor when she enrolls at New Haven School. The Academic Advisor works with students daily in the Advisory/College Success Class. The Academic Advisor attends the weekly Treatment Team meeting for the house in which his/her advisees live. The Academic Advisor is the main point of academic contact for parents who have questions or concerns about student behavior in class or grades.

The Academic Advisor will contact the parents via phone or e-mail on a monthly basis. If a teacher or advisor sees a student who is struggling, additional contacts will be made. Academic Advisors will also be present during monthly parent call-ins to Treatment Team.

Credit is awarded at the end of each semester or summer term depending on the course description. Report cards will be posted on the school portal at the end of every term. Grades are put on the students' transcripts at the end of each semester.

Upon entering New Haven School, the registrar does an academic plan for every student. This summarizes the credits that the student has received from previously attended programs as well as itemizes what the student is missing for graduation from New Haven School. The academic plan is used as the basis for scheduling classes for the student and is reviewed at every on campus parent conference.

## ***Section V: Credit***

### **CRITERIA FOR ACCEPTING CREDIT:**

New Haven School accepts credit granted for academic courses from other accredited schools. However, some elective credit previously granted may not meet Utah State Core Curriculum and New Haven School standards. These courses are listed on the transcript, but credit is not recognized.

Many students arrive at New Haven School having spent previous time in wilderness or transitional programs. These programs do issue school credit. However, many of the programs are not accredited. In order to maintain the academic integrity that has been established at New Haven School, the transcripts are reviewed and some credit is issued for time spent in those programs. The credit that is issued is dependent on a review of the program and how it relates to the Utah State/New Haven School requirements. Many of the credits issued may not transfer at their full value that is indicated by the unaccredited program and are most likely counted toward elective credit.

It is important to note: every accredited program has determined their own policy regarding the acceptance of credits granted by an unaccredited institution. If a student transfers from one school to another, this credit may be reassessed.

### **CREDIT AWARDED**

New Haven School grants credit based on the following scale:

- » .25 CREDIT = 36 hours of school work or 1 Term Credit
- » .50 CREDIT = 72 hours of school work or 1 Semester Credit
- » 1.0 CREDIT = 144 hours of school work or 1 Year Credit

\*\*In addition to academic class credit, students earn 0.50 credit each semester in either Health, Teen Living or Adult Roles/Responsibilities as the New Haven therapeutic and residential programs meet and exceed the standards required for credit in those courses.

## ***Section VI: High School Graduation Requirements***

New Haven School sets its graduation requirements based on the college-prep graduation requirements. **24 credits are required, which must include:**

- » 4 credits of English
- » 3 credits of Math (through Algebra II)
- » 3 credits of Science (1 life science, 1 physical science, & 1 chemical science)
- » 3 credits of Social Sciences (1 World, 1 US Hist & .50 Geog & .50 US Gov't)
- » 2 credits of Foreign Language
- » 1.5 credits of Fine Art
- » 1 credit of Career & Technical
- » 0.50 credit of Computer Technology
- » 0.50 credit of Financial Literacy
- » 2 credits of Physical Education (which must include 0.5 credit of Health)
- » 3.5 credits of General Electives

## ***Section VII: Academic Services***

In addition to some formal academic assistance programs, the teachers at New Haven School have an “open door” policy. This allows the students to meet with teachers during the advisory period and during lunch. Additional help after school can be scheduled with therapist approval.

### **ACADEMIC ASSISTANCE PROGRAMS:**

- » Advisory - Academic teachers are all available during the advisory period that is scheduled for 90 minutes daily. After a student checks in with her academic advisor and receives a daily lesson geared toward enhancing executive functioning skills, study skills and college/career readiness skills, a student may receive individual or group help from the academic teacher of her choice.
- » Lunch Study Help - Academic teachers are often available prior and during lunch to assist students.
- » Academic Enrichment Group - With therapist approval, a student can be scheduled to attend a weekly study group in place of a therapeutic group that is led by the academic teachers and provides additional support for students who are struggling in school.
- » Academic Detention - if a student is struggling academically the academic advisor will put the student on a study intensive program restricting the student's time for socialization without jeopardizing therapeutic programming.

### **COLLEGE PLANNING SERVICES:**

- » College Counselor - a qualified individual is available to our students to assist in choosing post graduate placement as well as to guide them through the application process.
- » A specific college exploration/application unit is taught in Senior English classes to allow students access to information regarding college selection, group and individual help from the college counselor, guidance in writing personal statements and time to complete applications.
- » Students can be registered to take the SAT or ACT tests on national test dates at a Utah testing center. The school registrar/college counselor is available to help parents with the registration process and coordinate with staff to transport students to the testing center.
- » PSAT test is given in October every year on campus at New Haven and is open to all sophomores and juniors for a small fee.

- » AP tests are given each year in May on campus at New Haven. Students who are enrolled in an AP class are encouraged to take the test. College Board fees apply.

### **SPECIAL EDUCATION SERVICES:**

- » Certified Special Education Coordinator - oversees all aspects of a student's IEP or 504 plan.

### **ACADEMIC ADVISOR PROGRAM:**

- \_\_\_\_\_ » Upon enrollment each student is assigned to a teacher as an academic advisee.
- \_\_\_\_\_ » The teacher with his/her group of advisees meets formally every day. The Academic Advisor helps students to know their grades and any missing assignments, teaches executive functioning and college readiness skills, checks planners and helps students devise a plan for good use of advisory time and homework hour.
- \_\_\_\_\_ » Teachers meet once a week to receive feedback from other teachers on designated advisees.
- \_\_\_\_\_ » Academic Advisors evaluate students' college and career readiness skills as demonstrated in the classroom and signs off on readiness for phase advancement per the Learning Rubric.
- \_\_\_\_\_ » Academic Advisors are the main communication between parents/guardians and the academic program through regular phone calls/e-mails and participation in monthly treatment team parent check-ins.

## VI: Other

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### ***INFORMED CONSENT***

Please fax or mail these signed documents if they were not completed upon admission. If mailing this, please make a copy for your records.

Please initial all boxes that appear to the left of paragraphs to show you understand and accept the responsibilities. Also, please sign and date the bottom of each page. The term “parent” is used to denote parents and/or legal guardians.

#### **CONFIDENTIALITY**

You have made a decision to place your daughter at New Haven. We believe that it is helpful for families to be fully involved in therapy. This requires that you are occasionally on campus with other families. You will invariably learn information about other students and families and their situations; they and their families will learn about you.

Mental health professionals are trained in confidentiality. Confidentiality protects each individual’s right to privacy. In our treatment center, each student is dealing with personal struggles that are confidential. What you learn or observe about a family or student while at New Haven is private and may not be shared in any way with anyone.

We hold parent support groups, educational groups, and therapeutic groups to help parents learn. Sharing your own experiences, feelings, and frustrations about your family situation is very appropriate. Sharing detailed stories about other people’s families to your friends and family outside of these groups is not appropriate.

- » I understand that as a parent, I may not be alone with any student, other than my daughter at any time.
- » I understand that I may not hug or hold any student, other than my daughter, in any way.
- » I understand that I will never disclose any names, details, features, ages, histories, or perceptions of any student or family that I meet or observe.
- » I understand that by reading and signing this agreement, I consider myself trained in confidentiality and if I do not abide by this agreement that I may be legally liable.
- » I understand that I will not ask any personal questions of any students, other than my daughter; nor will I ask any employee for personal information about the other students. I may ask my daughter to share with me her perceptions of her peers. I may ask students/families about themselves in group therapy settings with a therapist present.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **AGAINST MEDICAL ADVICE**

If a student is removed from New Haven against the Treatment Team's better judgment, that student will be discharged "Against Clinical Advisement" (ACA) or "Against Medical Advice" (AMA). "Against Clinical Advisement" (ACA) means that the Team feels like the family is making a therapeutic error by withdrawing from treatment.

"Against Medical Advice" (AMA) means that the New Haven Team, including the medical director, believes that there may be immediate risk of harm to self or others due to withdrawing the student. New Haven is not liable for death or injury occurring to a discharged student who was discharged AMA or ACA.

Each parent may be asked to sign an ACA or AMA form in such situations.

## **EARLY DISCHARGE**

If a parent removes a child from treatment early, that parent must give New Haven thirty days written notice to avoid being assessed treatment fees for those days.

If New Haven discharges a student from treatment early, five days' notice must be given to the parents, unless the student is considered an immediate danger to self or others. She would then be discharged to an appropriate facility.

## **RESEARCH**

If New Haven participates in any research study of which you may be a part, you will be asked to sign a document separate from this document. This will explain all of the risks associated with that research study, such as submitting information to NATSAP. We do require that you participate in our outcomes study as a part of your daughter's stay at New Haven. This will be used strictly for her treatment internally, if you choose not to have it submitted elsewhere.

## **TESTING**

New Haven administers a series of psychological tests to our students. The psychologists may discuss the results of these tests with parents. It is against New Haven policy to send copies of testing directly to parents. Parents requesting copies of testing will need to provide New Haven with the name of a qualified clinician, who is trained in the interpretation of testing, to whom New Haven can send the testing. New Haven will only release copies of testing to qualified professionals. Parents are responsible for providing New Haven with a signed release of information form.

## **VIDEO / AUDIO TAPING**

Video and audio tapes are routinely used at New Haven to help us ensure the quality of therapy and other services provided to you. It is necessary for us to get your permission to use these electronic helpers. Even if you refuse this, you should be aware that therapists are still required to make written case notes about each therapy session they provide.

*By signing this agreement, you are giving your consent for the video/audio taping of your and/or your daughter's therapist sessions. These tapes/transcripts may be viewed or listened to by mental health professionals other than your assigned therapist, but these professionals are bound by the same strict rules of confidentiality as our assigned therapist. You may rescind this permission at any time, either verbally or in writing.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **PERSONAL PROPERTY DISCLAIMER**

New Haven is not responsible for any lost or stolen property. DO NOT send anything to your daughter that is expensive or important to you. If your daughter loses anything, breaks anything or anything is stolen from her, she alone is responsible.

## **BEHAVIOR MANAGEMENT**

New Haven's consequences are natural, logical and time-limited. They are therapeutically based and take into account the objectives in each student's Master Treatment Plan. All non- clinical interventions deal with the present (i.e., the behavior in question at the moment).

## **ACADEMIC PROBATION**

Anytime your daughter receives a letter grade lower than a "C-" in any subject, the teacher may place her on Academic Special Status. Her activity privileges are restricted and she will spend all free time working on school or other assignments. When she has achieved a grade of "C-" or higher she may return to her usual level privileges.

## **THERAPY SPECIAL STATUS**

If at any time the Primary Therapist determines that your daughter is neglecting individual or family therapy, the Therapist may place her on Therapy Special Status. She will spend free time working on therapy assignments and lose activity, personal phone call, and could lose family therapy privileges. Upon completion of the assignments the Primary Therapist may restore your daughter's Phase privileges.

## **SUICIDE WATCH**

If your daughter attempts suicide, makes suicidal gestures, or expresses a desire to hurt herself, she will be placed on Suicide Watch Special Status. Suicide Watch lasts until the Primary Therapist removes her from it. Your daughter must sleep in front of the Night Watch, and must be with a Shift Supervisor at all times. She will be searched every 8 hours, and will use the bathroom with the door cracked, but not open.

## **WRITING ASSIGNMENTS**

Staff may give your daughter therapeutic writing assignments of three pages or less.

## **FIVE FOOT RULE**

If your daughter lacks respect for another's personal space, she must maintain a five-foot space between herself and the other person.

## **RESTRAINT AND ISOLATION**

New Haven staff are trained to use passive physical restraint only when a student is hurting herself, others, damaging property, attempting to run away, or engaging in other unsafe behavior. We do not have isolation rooms, strait jackets, nor do we use 4-point holds. Staff does not use force to extract compliance from students, unless their non-compliance is unsafe to someone.

If the Clinical Director deems a student appropriate for isolation, she will need to be transferred from our facility.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **RISK OF TREATMENT**

Each parent must understand that all treatment procedures in both mental health and traditional medicine have some risk. New Haven acknowledges that although most students and families improve their condition during treatment, some do not.

There is no implied guarantee for behavior that is undesirable to be eradicated. National statistics demonstrate that those who choose to engage in mental health treatment may get better, stay the same, or get worse. We pledge to do our best to invite positive outcomes, but are required by law to inform you of the negative risks.

## **NURSING**

New Haven has a Registered Nurse, LPN, Medical Assistant or CNA on the unit from 7am until 11pm. A nurse is on call for after-hours nursing needs.

## **OFF CAMPUS MEDICAL SERVICES**

New Haven contracts-out other medical services. These include physicals, urinalysis, dental work, dermatology, and other specialized medical needs. Contracted services such as these are not included in New Haven's daily rate.

## **NO GUARANTEE OF TREATMENT**

New Haven is committed to offering the highest quality treatment available. We attempt to employ only the most competent professionals. New Haven makes therapeutic decisions based on the opinion of the entire Treatment Team. New Haven does not guarantee the results of any student's or family's treatment.

## **TYPES OF THERAPY**

New Haven offers multiple forms of therapeutic interventions. We do not engage in non- traditional or high risk interventions. Therapy offered may include family therapy, individual therapy, group therapies, experiential therapies, play therapies, art therapies, hypnotherapy, recreational therapies, outdoor therapies, and other related therapies. Our core model is based on family therapy. All of the above therapies have potential risks and benefits. By admitting your daughter you agree to accept all of the potential risks and benefits.

## **TRANSPORTATION**

New Haven students participate in off-campus activities on a regular basis. Transportation to activities, doctor appointments, the airport, etc. is done in New Haven vehicles. Students are driven by New Haven employees. All staff and vehicles are insured by New Haven. Occasionally students will participate in one-on-one activities with a staff member. In an emergency situation, students may ride in an employee's personal vehicle. New Haven and any of its employees, whether driving a company or personal vehicle, claim no liability for accidents, injuries, or death related to vehicle transportation. We expect parents to understand the inherent risk of transportation and accept that risk fully as part of admitting their daughter to New Haven.

## **OUTDOOR ACTIVITIES**

Many of New Haven's recreational activities, as well as Recreational Therapy, occur outdoors. These activities include hiking, swimming, playing sports, camping, the ROPES course, and other Recreation Therapy tasks. These activities involve physical participation by the New Haven students and staff. There is inherent risk in these situations. New Haven will take safety precautions, but parents must understand the inherent risk of such activities and accept that risk in full as part of admitting their daughter to New Haven.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **SOLO EXPERIENCE**

While at New Haven, some students participate in a “Solo” Experience as part of a therapeutic assignment. The Solo occurs in the back pastures of New Haven’s property, and runs for a predetermined number of hours or days. A student sleeps in a small shelter, and is responsible for preparing her own meals. New Haven provides the student with food, and checks on her on a regular basis. Due to the solidarity of this intervention there are exceptions made to our regular supervision requirements in our policies and procedures. A runaway or other behavior or circumstance that may pose risk is a natural part of this intervention. Parents must understand the inherent risk involved and accept that risk in full as part of admitting their daughter to New Haven. The solo experience is not required.

## **SUICIDE**

National statistics suggest that a certain percentage of emotionally challenged teenage girls will commit suicide. New Haven claims a specialty in treating suicidal and depressed students. Although a New Haven student has never committed suicide while in our care, each parent must understand that there is a risk of suicide occurring, and must accept this risk in full as part of admitting his/her daughter to New Haven.

## **RUNAWAYS**

Due to the philosophy of New Haven and our model of treatment, we do not consider ourselves a “lock down” facility. Although many of our students are considered “run risks” and have a history of running away, very few actually try and fewer are successful. New Haven takes many measures to create a secure environment and we do as much as possible to create an atmosphere where running away is not likely.

Runaways are an inherent risk, and harm during a runaway is also a risk. New Haven does not take liability for runaways. Parents must understand the possibility of their daughter running away and the inherent risk if their daughter does run away. Parents must accept this risk in full as part of admitting their daughter to New Haven.

## **CHARTS**

New Haven creates a clinical “chart” on each student. We are the sole owners of these charts, whether they be hard copies or electronic data. Due to professional training and case histories in both clinical and legal situations, New Haven will not copy nor release our charts to parents. Even if the parents are mental health professionals we do not make it a practice of releasing charts to them. We do release information from charts, after the proper confidentiality forms have been signed, to professionals who need such information to continue treatment or obtain funding.

## **PARENT HANDBOOK**

New Haven provides a “Parent Handbook” to each parent or set of parents directly involved in treatment at New Haven. There is important information throughout the manual. We expect each parent to invest significant time reading and understanding all of the material therein. If you do not understand it, please inquire for clarification. We assume that you know that this information and the information contained therein is part of New Haven’s professional obligation to teach, train, educate, and inform parents on expectations and treatment procedures.

*I understand that I am responsible to read and understand the information in the Parent Handbook.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ***Informed Consent Agreement***

I have read the Informed Consent material thoroughly. I understand the material presented to me. I agree to abide by the confidentiality policy as it was explained to me in this section. I am aware of the risks involved with placing my daughter at New Haven, Inc.

Daughter's Name: \_\_\_\_\_

### **PARENT/GUARDIAN SIGNATURES**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

## ***Parent Handbook: Open Book Test***

Name: \_\_\_\_\_

Daughter's Name: \_\_\_\_\_

**Instructions (1-10):** Please write your responses to the following in the spaces provided. When you have finished the test, mail it or fax it back to New Haven as quickly as you can. Your daughter cannot move forward in the Values Program without this test.

1. List the five phases of New Haven's Family Healing Program:

»

»

»

»

»

2. How many weeks before you may speak with or see your daughter, other than in therapy?

3. How do you find out how your daughter is doing in school?

4. List the Daytime and After Hours Emergency phone numbers below:

*Daytime:* \_\_\_\_\_

*After Hours Emergency:* \_\_\_\_\_

5. Describe in your own words what the Family Healing Program is.

6. How many days of the week does New Haven hold some kind of Group Therapy?

7. What is the \$1000.00 deposit into a Trust Account used for?

8. What should you tell your daughter if she asks you how much longer she'll be at New Haven?

9. Write down the date(s) of the Family Weekend(s) you will be attending.

10. What is the email address you use if you have questions or concerns about finances?

**Instructions (11-20):** Please circle “T” for “True” or “F” for “False”, depending upon which word most represents the statement on the right.

- 11. T or F      My daughter has roommates.
- 12. T or F      All of my daughter’s personal belongings must be removed from campus upon discharge.
- 13. T or F      My daughter’s friends can send emails straight to New Haven without being sent to me first.
- 14. T or F      New Haven has 24-hour on-call nursing.
- 15. T or F      I can send additional clothing and/or food to my daughter without permission.
- 16. T or F      New Haven will reimburse my daughter for her lost or broken camera.
- 17. T or F      My daughter could be placed in an isolation room if she misbehaves.
- 18. T or F      How hard I work in therapy and how committed I am to my daughter plays a large role in how quickly my daughter returns to me.
- 19. T or F      The Treatment Team meets once each week to discuss my daughter’s and our family’s progress in a formal setting, and I may be a part of the Team if I desire and am invited by my Therapist.
- 20. T or F      The Family Healing Program includes assignments we will do together.