

Arborvale Manor

*Supervised Independent Living Services
For Adolescent Males*



Parent Handbook

Planting Seeds for a Better Tomorrow

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Welcome...

We would like to take this opportunity to welcome you to Arborvale Manor. We look forward to working with you and your child in the upcoming months, and hope that our relationship with you is a strong and productive one.



Arborvale Manor

Arborvale Manor's program philosophy includes providing quality care, and treating both residents and their families with dignity and respect. We use a wide variety of treatment modalities in order to help our residents achieve their personal goals and develop independent living skills. Family involvement is also encouraged in treatment planning. Arborvale Manor ensures that all residents receive the necessary personal attention so that positive relationships, trust, and a sense of safety and security can be achieved. State and Federal Confidentiality Laws mandate that all information regarding Arborvale Manor residents and their families remain confidential. Information concerning a child or their family may not be disclosed or used other than in the course of official facility duties. All applicable consent to treatment protections apply.

Individual Service Plan

Within 30 days of placement, the resident, parents/guardian, Arborvale Manor Case Manager, and placing agency representative participate in the initial Individual Service Plan (ISP). The ISP is the framework from which the resident begins the process of rehabilitation.

Each child's ISP defines measurable and success-oriented goals and objectives designed to resolve past emotional and/or cognitive instabilities and improve coping skills.

Progress toward completion of objectives is continuously reviewed by your child's Case Manager. Formal review meetings are held every six months, and a revised updated ISP is produced. Monthly Progress Summaries will be given to the child, parents/guardians and placing agency.

Emergency Medical Plan

Lancaster General Hospital will be utilized in case of a medical emergency. The hospital is located less than 4 miles from Arborvale Manor. 911 will be contacted in life threatening medical emergencies. The ambulance will be used to provide transportation in those instances. Agency and staff vehicles are available in non-life threatening situations. Arborvale Manor staff accompanies children to the emergency room and on-call staff are utilized for emergency staffing patterns.

Lancaster General Hospital will be utilized in case of a behavioral health emergency. Children who are actively displaying suicidal gestures, psychotic behaviors, or who are in need of an immediate psychiatric evaluation will be transported via ambulance. Referrals to an appropriate mental health facility will be made from the hospital in the case of a 302 committal.

The child's parent or guardian, and the placing agency will be notified immediately if the emergency action plan is implemented for their child.

The Rights of Children in Care

We recognize that children in care have rights. Written policies exist to allow children and their families to lodge grievances without the fear of retaliation.

Specific rights include:

1. A child may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, sexual orientation, national origin, age, or sex.
2. A child may not be abused, mistreated, threatened, harassed, or subjected to corporal punishment.
3. A child has the right to be treated with fairness, dignity, and respect.
4. A child has the right to be informed of the rules of the facility.
5. A child has the right to communicate by telephone with others, subject to reasonable facility policy.
6. A child has the right to visit with family at least once every two weeks, unless visits are restricted by court order.
7. A child has the right to receive and send mail.
8. A child has the right to communicate and visit privately with their attorney and clergy.
9. A child has the right to be protected from unreasonable search and seizure.
10. A child has the right to practice their religion or faith of choice.
11. A child has the right to appropriate medical, behavioral health, and dental treatment.
12. A child has the right to rehabilitation and treatment.
13. A child has the right to be free from excessive medication.
14. A child may not be subjected to unusual or extreme methods of discipline, which may cause psychological or physical harm to the child.
15. A child has the right to clean, seasonal clothing.
16. A child may not be deprived of specific or civil rights. A child's rights and visitation with family may not be used as a reward or sanction.

Program Progression

Residents accepted to the Supervised Independent Living Program enter a 6-12 month program aimed at providing a progressive life skills centered experience to acquaint the youth with the realities of independent living. Stipends are earned as residents progress through the phase system. Monthly progress reports are provided. Residents are expected to maintain employment or volunteer, attend public school, participate in community activities and demonstrate social maturity and motivation in goal achievement.

Mission Statement

Arborvale Manor is dedicated to providing its residents with a safe, nurturing community environment and meeting their individual treatment needs with the goal of reunification or a permanent home for each youth.

Staffing

Our program staff is comprised of child welfare professionals who exceed required educational, experiential and training guidelines established by the Department of Public Welfare. The Assistant Program Director is responsible for overseeing daily operations of the facility. Case Management staff coordinate all aspects of service delivery. Residential Counselors provide direct care and skill development services for the youth. Our staff is available to answer any questions you may have.

Visitation Policy and Procedure

Arborvale Manor's visitation policy is designed to maximize the amount of quality time families spend together.

1. Regular visitation hours are 12:00 p.m. to 4:00 p.m. on Saturday and Sunday. Please contact your child's Case Manager at least three business days in advance to make proper arrangements. All visitors must be approved prior to arriving on campus.
2. A staff member will meet with you at the start and end of each visit to review your child's progress.
3. Family visitation will initially take place at Arborvale Manor. Visits may be supervised initially. Requests for off-campus visitation and home visits are subject to Treatment Team approval and referring agency expectations.
4. If a significant event occurs that may upset your child (family illness or death, legal issues, etc.), please inform a staff member prior to your visit. This will enable us to help your child process the situation.
5. Arborvale Manor is an alcohol and drug-free campus. We request that you do not visit your child after drinking and/or have alcohol/drugs in your possession. Cancellation of visitation may occur if a visitor appears to be under the influence.

6. **Designated smoking areas are located on site. Please see a staff member to help you locate this areas. Residents are prohibited from using tobacco in any form. Tobacco use is not permitted within eyesight of the children.**
7. Visitation will be open to family members identified during the ISP meeting. The participants, location, frequency, transportation, and special concerns regarding visitation will be discussed. Your child has the right to visit with family at least once every two weeks at a time and location convenient for the family, child and facility, unless restricted by Court Order.
8. Arborvale Manor requests that family pets be excluded from any visitation.
9. Staff must be informed of all items/gifts/money that are given to your child. The items must be inventoried to ensure that he is permitted to have them.
10. If you are concerned about your child's behavior or comments he has made, please inform a staff member immediately. Your observations and impressions are important to us.
11. Drug screens will be administered to each resident upon return from an off-campus visit.

Arborvale Manor reserves the right to terminate a visit if it becomes detrimental to the child, laws are violated, or rules are not being followed. Arborvale Manor may also prohibit visitation if proper arrangements have not been



Living Room

Welcome to the Arborvale Manor facility:



Bedroom



Kitchen Area



Dining Area

Search Procedures

In reference to the Department of Public Welfare's regulatory requirements and children's rights, Arborvale Manor follows a policy wherein children have the right to be protected from **unreasonable** search and seizure. Random room searches and reasonable periodic person searches may occur if there is reason to believe safety rules have been violated, a resident has had access to drugs/alcohol/tobacco contraband or if a situation develops that may affect the safety of staff and residents. Residents are not required to be present during a room search if the safety of the resident, staff, or other persons is at risk, however, it is preferential to include the resident during the search process.

Periodic person searches also occur upon returning from community activities, public school, work, visits, activities, or other events. Residents report one at a time to the staff office with their belongings. Residents will be asked to empty their pockets, remove coat, hat, shoes, shake out their clothing, and produce receipts for new items. Parents, placing agencies and other interested parties will be notified of emergency search situations.

Mandated Reporting

According to the Child Protective Service Law, all employees of agencies providing service to children and youth (i.e., Arborvale Manor) are Mandated Reporters. The law states that mandated reporters must report any suspected or alleged abuse for children in our care, whether the abuse occurs during or prior to the child's placement.

Grievance Procedure

All youth in care, their parents or guardian, may file a grievance for matters related to the child's care within our programs. Upon receipt of a written grievance statement, the following procedure will be implemented.

1. A formal meeting with the Assistant Program Director will be scheduled. During this meeting a summary of the event will be documented.
2. Within 48-hours, the Assistant Program Director will review the complaint and investigate the incident. Interviews will be conducted with any third-party persons who witnessed the event.
3. Based on written summaries and interviews of all relevant parties, the Assistant Program Director will make a determination within one week of the formal grievance.
4. The Assistant Program Director will notify each person of the outcome. A written copy of the decision will be placed in the resident's file.

If the parties involved are dissatisfied with the outcome, the Program Director will review the written summaries and conduct further interviews if necessary. After rendering a decision, relevant parties will be informed of the determination.

If the parties involved are dissatisfied with the decision of the Program Director, a final appeal can be made to the Chief Executive Officer. The Program Director and the Assistant Program Director will present the case to the Chief Executive Officer. The Chief Executive Officer will make a final ruling, and a final written determination will be provided to all parties involved.

Included with this handbook is an acknowledgment form indicating you have received a copy of the Parent Handbook.

***Please sign the form and return it to your child's Case Manager.
Feel free to call our staff with any questions or concerns you may have.***

Families United Network Inc.

Administrative Office

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Providing foster care, adoption services, community based residential care, supervised independent living services, diagnostic evaluations, and shelter care services throughout Pennsylvania.

It is the policy of Families United Network, Inc., that admissions, the provision of service, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age or sex. Families United Network, Inc., also meets all requirements for notice of privacy practices for protected health information.