

**KAIRS**

The moment when change is possible

# **New Beginnings Family Handbook**



***Treating the Youth or Young Adult  
Caring for the Family***

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# Kairos

## Mission, Vision, Values, & Strategic Priorities

### VISION

*A region of communities that understands and values mental and emotional wellness, in which all youth and their families have appropriate support and care.*

### Priority

*Service development and collaboration.*

### Priority

*Public education and awareness regarding the mental health challenges faced by young people and families.*

### We Value

*Excellence & achievement.*

### We Value

*Identifying options when none seem available.*

### We Value

*Innovation.*

### We Value

*Lifelong learning.*

### We Value

*Opportunity for understanding, healing, and growth.*

### We Value

*Safe and stable environments.*

### Priority

*Organizational capacity for clinical effectiveness, business efficiency, and sustainability.*

### We Value

*Resilience and recovery.*

### Priority

*Workforce development.*

### We Value

*Dignity, respect, and appreciation for those we serve and each other.*

### We Value

*Individual voice and diversity.*

### MISSION

*We collaborate with young people, families, and communities to provide intensive mental health services and supports, promote mental wellness, and instill hope.*

# Families Speak

## **From the Building Bridges Initiative, “Engage Us: Families Speak”**

*“By the time we reach the door of residential, we are beaten down, often traumatized, and our hearts are broken. You may hear us speak of a sense of shame. We feel guilty that we have been unable to give our children what they need. We feel blamed for our child’s behavior by our families, friends, schools, and human services professionals. Our children may have experienced multiple hospitalizations and failed services. Certainly as parents we feel we have exhausted all options and have no choice but to place our child outside of our home.*

*It is a painful journey for most of us and it doesn’t always lead us where we need to go. It is a journey that will exhaust us emotionally, physically and financially. We want a positive future for our children and are invested in doing whatever it takes.”*

## **Family Support Specialist**

Kairos’ Family Support Specialists provide responsible support services to families who have youth and young adults in our in programs here at Kairos. The Family Support Specialists act as a liaison with parents on programs & services to encourage and support family-driven and youth guided care. In partnership with families, the Family Support Specialists help build upon strengths to increase the stability of the whole family.

*““As a parent of a child with a mental health diagnosis who spent time in a residential treatment facility, I understand how important it is to feel supported in your journey. My daughter still struggles with certain challenges, but today she is better prepared to meet them. As a parent, it can be helpful to realize we are not alone. It can be comforting to have a confidant with similar experiences who can relate to what we may go through. I am here for you and look forward to meeting you.”*

## **Kimber Bowden**

Family Support Specialist

**Office:** (541) 476-3302 ext. 3200

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**[kbowden@kairosnw.org](mailto:kbowden@kairosnw.org)**



## About Kairos

Kairos is a private, non-profit organization that provides community, school-based, and psychiatric residential services to youth and young adults with behavioral, mental and emotional problems. Experience has taught us that regardless of problems at home, a child's family is their greatest resource. We work on strengthening the parent-child bond, encouraging a better understanding of their child and situation. We work together as a team to collaborate for a successful return to their home, school, and community.

Kairos, has been in operation since 1977, and offer a variety of services in locations around Oregon. Facilities specialize in Therapeutic foster care, virtual residential care, school community outreach, independent living programs, transition homes, and psychiatric residential programs for both youth and young adults.

Kairos has Therapeutic Foster Care in Josephine, Jackson, and Coos counties. Kairos has achieved a state and national recognition the quality of its clinical programming. The organization is governed by a board of community volunteers whose collective leadership over three decades has helped develop a program acclaimed for its strength and vision. Our multi-disciplinary staff, psychiatrist, nurses, peer support specialist, family support specialist, educators, and mental health professionals bring years of child-care experience to our programs. Staff are recruited nationally and appointed based on their levels of experience and personal integrity.



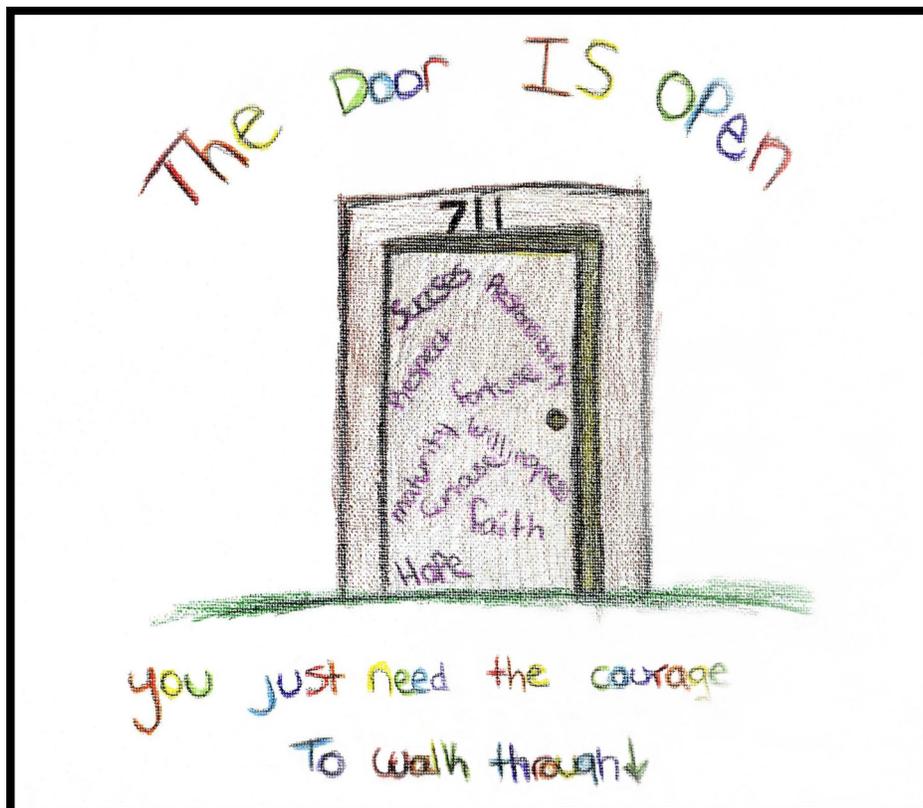
## New Beginnings Youth Residential

The New Beginnings Residential campus in Grants Pass, Oregon provides intensive treatment services to youth ages 11 through 17 years of age. These services include a complete assessment and evaluation to determine the most appropriate treatment environment (intensive long-term residential or intensive community services) for the youth.

Intensive community services can be used to transition a youth back into the community from residential or as an alternative treatment for those youth who don't meet the requirements for residential care. The length of treatment varies and can be as short as three days or as long as six months.

This campus offers traditional educational and therapeutic services including:

- A accredited school program through Three Rivers School District which is fully integrated within the broader residential experience.
- Individualized assessment, treatment planning and case management.
- A stabilization and transition unit.
- Psychiatric services, including a psychiatric evaluation and medication management as well as referrals for other medical health care.
- Therapeutic life-skills and recreational activities, including job training, planned and frequent community contact.
- A fun, safe, environment that allows youth to work on their goals and move back into the community as soon as possible.
- We provide many opportunities for families to engage with their youth in a positive manner, and to work to have their youth back in their homes as soon as possible.





## Building Bridges Initiative

Building Bridges is a national initiative working to identify and promote practice and policy that will create strong and closely coordinated partnerships and collaborations between families, youth, community - and residentially - based treatment and service providers, advocates and policy makers to ensure that comprehensive mental health services and supports are available to improve the lives of young people and their families. As part of their work, they have developed “Tip Sheets” for families and youth to help ensure that they receives the most effective services for their youth. *We encourage you to consider and ask these questions from the tip sheet during your families involvement here at New Beginnings.*

**Communication Counts** Does the program communicate well with me and have a clear plan to consult me about important questions and decisions?

**Strength Matters** Does the program consider the strengths of our family and help us discover and build on our strengths and those of our child?

**Restraint and Seclusion** Are restraints used only when a child is truly endangering him/herself or others? Is the staff trained to reduce the need for restraints, apply restraints safely, and avoid the use of seclusion?

**Child and Family Team** Will all of the people working with my child meet or speak regularly with me (and my child if he or she is old enough) as a team to talk about my child’s plan and how things are working?

**Education** Does the program offer my child appropriate educational opportunities whiles/he is in care? What steps will be taken to be sure my child has a smooth transition back to a school in the community afterwards?

**Connected to Home and Community** How is the program going to support us when our child comes home? Does the program keep children involved in community activities even when they are in care? Does the program prepare adolescents to live independently?

**Trauma Issues** Does the program understand that many children have experienced overwhelming stress and/or trauma? Does the program avoid situations that can re-traumatize children?

**Medication** Does the program work with my child’s doctors and others to learn his/her medication history prior to admission? Is the program using medications safely and appropriately?

**Are we there yet?** Does the program track whether my child is making progress towards his/her goals and make changes when needed? Can the program clearly describe what the criteria are for discharge? What will happen if there is a disagreement about my child’s readiness for discharge?

Oversight and partial support for the Building Bridges Initiative comes from the Child, Adolescent and Family Branch of the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

# The Care Team

## Child and Family Team

The child and family team is responsible for planning the care for the youth during their stay in residential. This team includes the youth and their family, friends and other supports chosen by the youth and family, other providers, and the team from Kairos. The team meets regularly in Care Team Meetings (CTMs) to plan treatment and prepare for discharge.

CTM participation ensures the greatest possible continuity and communication to support the long-term success of the youth in the community. The CTM format allows for shared decision-making and shared responsibility for outcomes. The family is seen as the expert regarding their child/youth while professionals act as consultants to the family.

Decisions are reached by consensus. All members have input into the individualized treatment and support plan and all CTM members have ownership of the plan. The legal guardian has final say on planning.

## Goals and Care Planning

Goals are youth & family driven, strength based, oriented to the least restrictive options and assessed regularly to measure progress.

Youth and families should expect to be informed about:

- A. Residential treatment interventions/supports;
- B. Why residential treatment is a part of their child's treatment plan;
- C. The goals, benefits, risks, and alternatives to residential treatment; and
- D. Specific treatment and support approaches and possible outcomes based on past performance of the provider (and available research).
- E. The use of restraint, seclusion, AWOP (away without permission) and other critical incidents.



# Family Involvement

## Family Support is Key

The Oregon Health Authority, Addictions and Mental Health Division defines family, child, and young adults as:

*“The biological or legal parents, siblings, other relatives, foster parents, legal guardians, caregivers and other primary relations to the child whether by blood, adoption, legal or social relationships. Family also means any natural, formal, or informal support persons identified as important by the family, child, or young adult. Child is any person under the age of 18 and the young adult is aged 14 through 25.”*

We encourage youth and families to assume “ownership” of the treatment process. Family involvement is critical to the success of the child while in treatment and placement at Kairos. Your participation in your child’s treatment is essential.

With your participation, we can help you more clearly define your strengths and needs while teaching your child new skills for dealing with daily life. We can assist you with a family driven youth guided approach for a continuum of care for when your child or young adult returns home. We hope to assist in bringing stability and healing to the family.

Families are invited to attend support and educational groups to engage in purposeful activities with their children. Families are involved in all of the treatment planning decisions through the care team process and we often consult with families regarding general program practices and guidelines. We also encourage families to spend time with their child on-site to further understand their child’s experience and treatment.



## Contact With Your Child

It is our goal to include you and your child as much as possible in the treatment process. The more involvement you and your child have, the more chance there is for success when your child returns home. Kairos believes that practicing newly learned skills in the home environment is a critical part of the treatment process.

### Phone Calls

The phone number at New Beginnings is (541) 476-3302. To reach the residential unit, dial extension "5" when you get the recording. When you call for your child, you will be asked for a password to ensure we are protecting their privacy. You may call at any time; however, if your youth is in school or in a therapeutic group, we may ask if the call can wait.

### Mail

We strongly encourage our families to send notes of encouragement. Our mailing address is:  
1750 B Nebraska Avenue  
Grants Pass, OR 97527

### Family Visits

Visiting times are flexible, so as to allow maximum opportunities for you to spend time in activities and daily life with your child while they are in treatment. Family members are invited to work with the staff to help the child learn and practice new skills. This gives you the opportunity to participate in your child's treatment, as well as to maintain contact with them. We do suggest that you to contact your child's Individual and Family Therapist or call New Beginnings in advance to ensure that your child is on campus.

Family members are able to stay for in our family cottage located on campus to visit with their child and participate in therapy. Please discuss this with your child's Individual and Family Therapist if this is something that you feel may be beneficial for you and your child.

### Leave of Absence (LOA)

Off campus visits with or without staff provide opportunities for you to spend time with your child in more natural settings. This family time give will give you additional opportunity to take steps toward reunification. We will help you plan and structure them, and may give you small tasks and assignments to ensure collaborative success. It's important that you plan LOA with your child's Individual and Family Therapist in advance as many funding sources have strict parameters regarding how long and how often a youth may be off campus. The LOA is the accumulation of three nights per month.

Leave of Absence may include extended time at home that can last for three days. This allows the family to practice new skills, rebuild trust and enjoy special family functions. They also help to pave the way for the child's return home. Kairos asks that the LOA be planned at least one week in advance, and again, must be arranged with your child's Individual and Family Therapist.

## Family Cottage

We are extremely proud of our Family Cottage and are pleased to be able to offer a place for you to spend quality time with your child. For your comfort we have supplied the cottage with many of the items you may need for your stay.

You are always welcome to join your child for meals in our dining area or you have use of the kitchenette in the cottage. Our kitchenette includes a microwave, coffee pot, utensils and refrigerator. If you'd like to join the youth in the dining room please let staff know two hours in advance if possible.

### Keep In Mind

- We ask that you contact us in advance at (541) 476-3302 to make reservations for your stay. We have multiple families that utilize the cottage so it is important that we know when you will be here.
- The door to the main building is locked at all times, please ring the doorbell for someone to assist you.
- Smoking is not permitted anywhere except in designated areas. Please ask staff where that is located.
- On arrival you will need to check in at the front desk and receive your key.
- Check out time is 11:00 a.m., we appreciate you following this request.
- Staff will respect your privacy and we hope you will enjoy your stay!



# The Kairos Team

We have an organized, multi-disciplinary staff of mental health professionals who provide high quality care and psychiatric treatment for youth and young adults. Here are some of our staff that you will likely come in contact with as your family proceeds through treatment.

## Skills Coaches

These staff members may get to know you and your child the best during their treatment at Kairos. These staff members work “on line” with your child every day. They are involved in the day to day interactions, transitions, crisis times, and fun times with the youth and young adults. They report to the Individual and Family Therapist so that their observations and experience with you and your child are included in his or her evaluation and treatment.

## Senior Skills Coaches

This is a staff member who has advanced skills in working with youth and young adults and helps the newer staff learn effective ways of helping your child on a day to day, moment to moment basis.

## Skills Coaches Supervisors

These staff members are responsible for leading the shifts in the residential unit and monitoring quality of care for Skills Coaches and Senior Skills Coaches.

## Individual and Family Therapist (IFT)

Each therapist has a Masters degree. One will head the care team responsible for the treatment of your child. Based on his/her interaction with you, your child and the care team, the IFT will write a comprehensive assessment and help design care plans for your child throughout his/her treatment. They will also provide individual, group and family therapy.

## Program Manager

Each campus has a Program Manager, who is responsible for the overall operations of the program. The Program Manager is available to discuss any questions or concerns you might have about the services provided at New Beginnings.

## Assistant Program Manager and Assistant Manager-Stabilization and Transition Unit

New Beginnings has two Assistant Program Managers,, each is responsible for the supervision of staff, scheduling, reviewing any incidents, and overseeing the ethical and effective treatment of your child each day.

## Psychiatrist

Our Psychiatrist provides a Psychiatric Assessment for all clients, and works with you, your child, staff, and the rest of your child’s team to develop a treatment plan; and, if needed, medication recommendations that will help your child function at his or her best. Our Psychiatrist attends care team meetings and meets with you and your child to ensure that the psychiatric care is appropriate and helpful.

## **Nurse**

The nurse at Kairos has many duties, the following are few. The nurse coordinates care for clients with outside providers as needed, i.e. physical health concerns, eye care and dental. The nurse facilitates getting the medications ordered by Psychiatric Providers/Outside Providers from pharmacy as well as confirming that they are entered into our electronic medical records promptly and correctly. The nurse attends care team meetings when necessary to pass on pertinent medical information to the team. The nurse will provide medication and disease training to staff and clients.

## **Medical Assistant**

Our Medical Assistant works closely with our child psychiatrist, local doctors, and staff to ensure the delivery of quality medical care while your youth is here

## **Family Support Specialist**

Family Support Specialists work directly with the Families to support them during the youths stay here at New Beginnings. The Family Support Specialist is also responsible for promoting Family Driven Youth Guided Care.

## **Peer Support Specialist**

Peer Support Specialists work directly with the youth to help them learn how to communicate their treatment needs and desires to their team and promote the client voice. The Peer Support Specialist is also responsible for promoting Youth Guided Care.

## **Educational Staff**

Our educational staff come from our local Three Rivers School District. All students receive individualized education while at Kairos whether they are working towards their diploma or their GED. Students are able to receive credit while in school at New Beginnings and these credits are transferable to the school they will attend following their stay.

## **Other Staff**

There are many other staff involved with you and your child during your child's treatment at Kairos. The Access Coordinator takes initial calls regarding your child, and makes sure that all the requirements and reports needed for your child's admission are in order. Our reception staff greet everyone on the telephone or at the door in a professional manner, and help you fill out important documents that are necessary for your child's admission. Our cooks make sure that your child's nutritional needs are met, and also provide meals for special occasions and meetings. There are also community partners who are involved in your child's care at Kairos; they attend planning meetings, and provide essential information to Kairos so that the highest level of care can be provided.

## **Residential Program Director**

Residential Director: The Residential Director provides oversight and direction to Kairos' residential treatment homes and facilities.

## **Clinical Director**

The Clinical Director provides oversight and direction to Kairos' residential and community based programs. The role also provides clinical supervision of Individual and Family Therapists pursuing licensing and oversees staff training.

## **Quality Systems Director**

The Quality Systems Director oversees the quality assurance and quality improvement activities of the organization. The role serves as the Chief Compliance Officer and assures that the agency is always survey-ready and compliant with all federal, state, and Joint Commission rules and regulations governing the work of Kairos.

## **Executive Director**

The Executive Director is appointed by the Board as the head of the agency and as the chairman of the Professional Staff. He has overall administrative responsibility for management of the agency and for ensuring the provision of clinical services in accordance with the standards of the Joint Commission on Accreditation of Health Care Organizations and other accrediting or certifying entities and within the context of the agency treatment model.

***You and your child matter to us.***



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## CLIENT AND FAMILY RIGHTS

*As a client of KAIROS you have certain rights that we protect and support. These rights are listed for you here. As a parent of a client, all the applicable rights apply to you as well. There is also a longer, more technical version of these rights that you may receive upon request. If you ever feel that these rights are not being recognized, please let us know.*

1. The right to prompt treatment, with dignity and respect, no matter what sex, race or color you are, or what religion, sexual preference or handicap you might have.
2. The right to privacy and confidentiality. We won't share any information about you or your family without your and your parent's consent.
3. The right to good treatment, offered by trained adults, who care about you and won't hurt you in any way.
4. The right to services needed to prevent, diagnose, and treat most mental health problems, including referral to special providers when medically necessary.
5. The right to emergency services, when necessary.
6. The right to written information on how to get emergency and routine mental health services.
7. The right to a care plan made just for you and for you and your parents to help in building this plan, including the right to accept or refuse services.
8. The right to develop in your own ethno-cultural environment, to the extent possible.
9. The right not to be secluded or restrained unless you are about to hurt yourself or someone else.  
*Note: CSP and TFC staff and foster parents do not use seclusion or restraint.*
10. The right to talk with your lawyer or caseworker.
11. The right to have access to your records.
12. The right to be informed about fees and the fee payment process.
13. The right to express your concerns, opinions and complaints about the program to people who will listen and act.
14. The right to put a grievance in writing if you feel that any of your rights have been violated. We will investigate and respond, and explain what you can do if you are still not satisfied.

***In addition, those clients in residential treatment and treatment foster care at KAIROS, and their families, have the following rights:***

15. The right to good care. This means things like healthy meals, a safe clean environment, opportunity for good hygiene.
16. The right to be discharged as soon as you can be safe at home or in the community.
17. The right to wear your own clothes and to keep personal belongings, and to have a safe space to store those belongings.
18. The right to be told before you come, what sort of things you can't bring to the program and why.
19. The right to participate in the development of your chosen spirituality, and to worship and to practice your religion.
20. The right to earn allowance by doing chores, and to spend your money within the rules.
21. The right to receive gifts from parents and friends.
22. The right, with your parents' permission, to unrestricted visits, phone calls (at scheduled times) and mail privileges, unless it is determined that this right may in some way do harm to you. Then we will explain why, and review this decision weekly.

- 23. The right to participate in recreational and physical activities and to go off campus and on home visits as part of your treatment plan.
- 24. The right to appropriate educational services.
- 25. The right to routine preventive, emergency medical, vision, behavioral health, dental, and rehabilitation care as warranted.

In addition, please note that the Foster Care Ombudsman represents all youth in DHS care, and can provide information about their rights and an avenue for addressing issues and concerns that youth may have during their stay in foster care. The Foster Care Ombudsman can be reached at 503-945-5897.



## Kairos Contact List

Listed below is the contact information for Kairos, please feel free to contact us should you have questions or concerns.

<p style="text-align: center;"><b><u>New Beginnings</u></b>  <b>Manager Katrin Yount</b>            1750 B Nebraska Avenue            Grants Pass, Oregon 97527            (541)476-3302            info@kairosnw.org</p>	<p style="text-align: center;"><b><u>Three Bridges</u></b>  <b>Manager Pete Thorson</b>            711 SW Ramsey Avenue            Grants Pass, Oregon 97527            (541)479-5901            info@kairosnw.org</p>	<p style="text-align: center;"><b><u>Momentum</u></b>  <b>Manager Autumn Whaley</b>            1920 Kurtz Lane            Grants Pass, Oregon 97526            (541)295-3074            info@kairosnw.org</p>
<p style="text-align: center;"><b><u>Community Services</u></b>  <b>Manager Cecilia Banuelas</b>            1750 A Nebraska Avenue            Grants Pass, Oregon 97527            (541)474-5579            info@kairosnw.org</p>	<p style="text-align: center;"><b><u>Cadenza</u></b>  <b>Manager Carmen Heidecke</b>            4385 Sunnyview Road NE            Salem, Oregon 97305            (541)461-3075            info@kairosnw.org</p>	<p style="text-align: center;"><b><u>Tempo</u></b>  <b>Manager Jeremy Harle</b>            348 Ruby Avenue            Eugene, Oregon 97404            (541)461-3075            info@kairosnw.org</p>
<p style="text-align: center;"><b><u>Coastline Services</u></b>  <b>Manager Carolyn Acker</b>            1913 Meade Street            North Bend, Oregon 97459            (541)756-4508            info@kairosnw.org</p>	<p style="text-align: center;"><b><u>Peer Delivered Services</u></b>  <b>Manager Sandy Heine</b>            1750 A Nebraska Avenue            Grants Pass, OR 97527            (541) 474-5579            infor@kairosnw.org</p>	<p style="text-align: center;"><b><u>Jackson Services</u></b>  <b>Manager Adrienne Auxier</b>            1175 E Main Street            Medford, Oregon 97501            (541)772-0127            info@kairosnw.org</p>
	<p style="text-align: center;"><b><u>Administration</u></b>            715 Ramsey Avenue            Grants Pass, Oregon 97527            (541)956-4943            info@kairosnw.org  <a href="http://www.kairosnw.org">www.kairosnw.org</a></p>	