

KAIRS

The moment when change is possible

New Beginnings Family Handbook

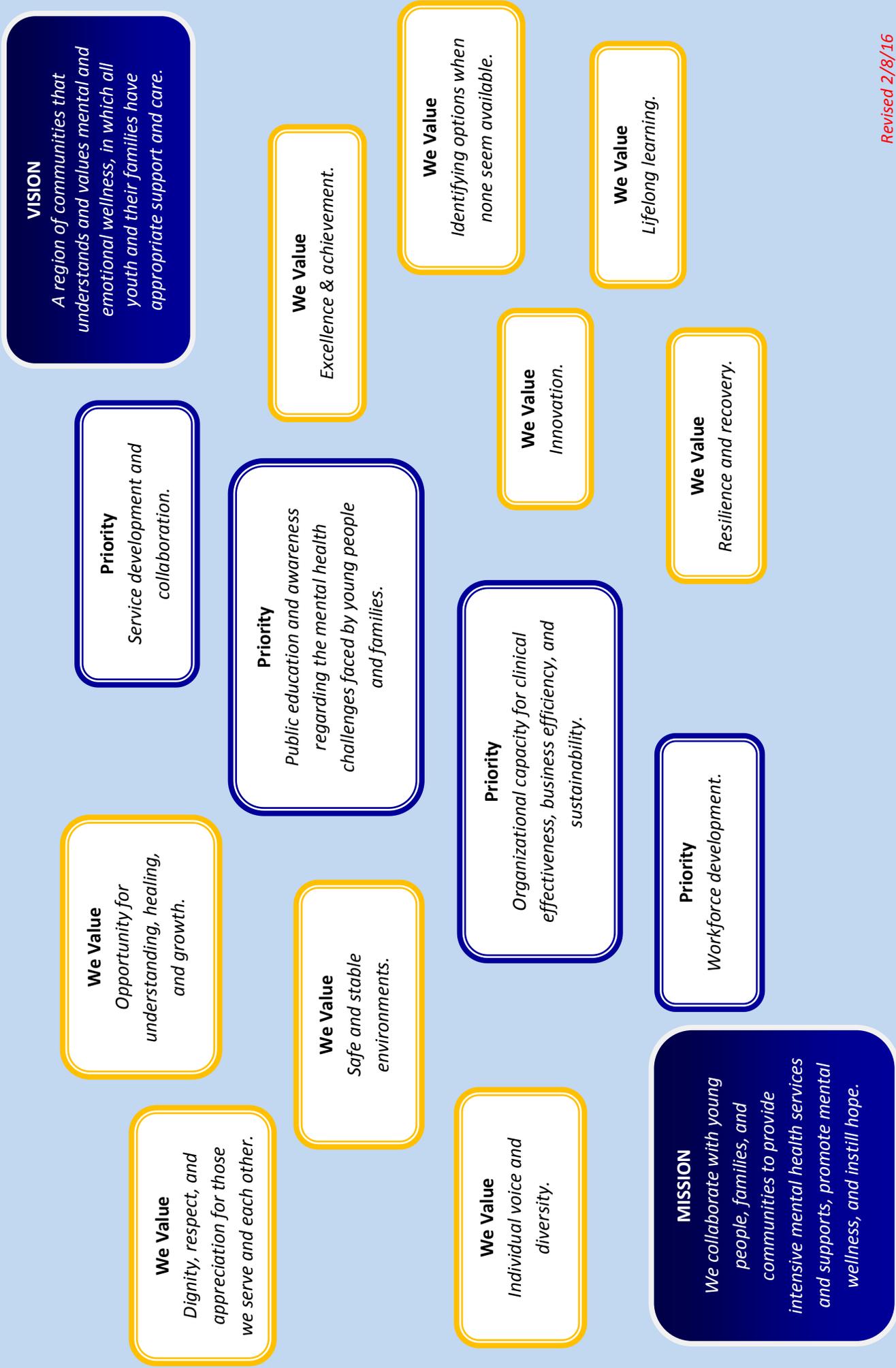


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Kairos

Mission, Vision, Values, & Strategic Priorities



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

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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.



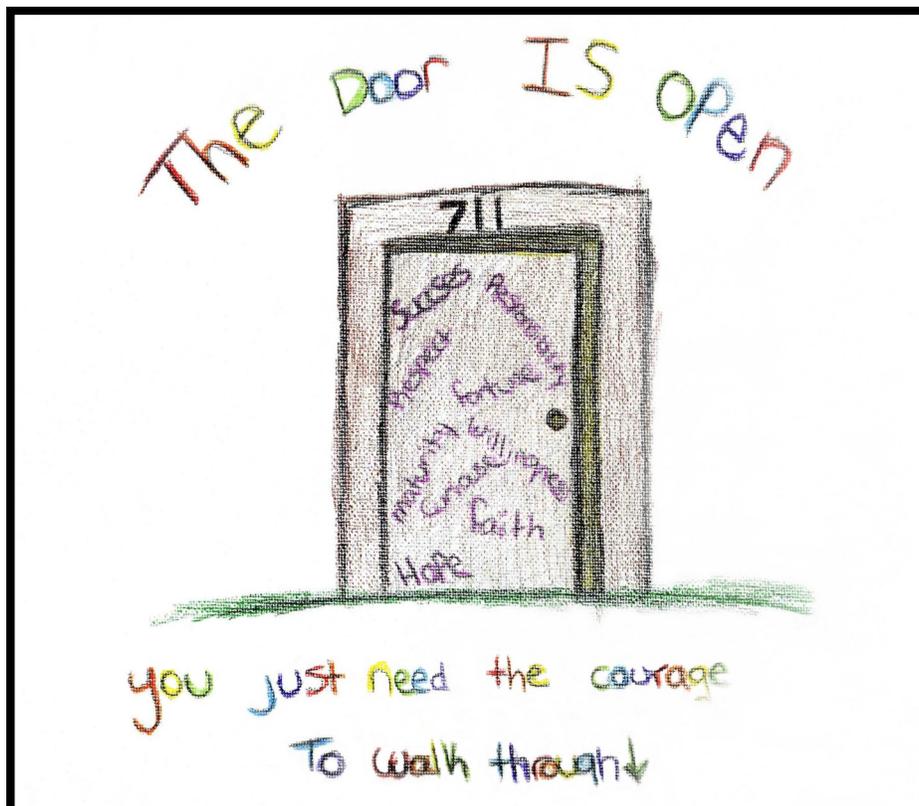
New Beginnings Youth Residential

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 Southern Oregon Educational Service 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.

Assistant Program Managers

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.

Clinical Director

The Clinical Director provides oversight and direction to Kairos' residential and community based programs.

Educational Staff

Our educational staff come from our local Southern Oregon Educational Service 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.

Executive Director

The Executive Director is appointed by the Board as the head of the agency. 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.

Family Support Specialist

Family Support Specialists work directly with the families to support them during the youths stay here at New Beginnings.

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.

Medical Assistant

The Medical Assistant works closely with the Psychiatrist, local doctors, and staff to ensure the delivery of quality medical care while your youth is here

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.

Other Staff

There are many other staff involved with you and your child during your child's treatment at Kairos. The Access Specialist takes initial calls regarding your child, and makes sure that all the requirements and reports needed for your child's admission are in order. The Office Manager greets 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. The 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.

Program Manager

The 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.

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.

Quality & Outcomes Analyst

This staff 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.

Skills Coaches

These staff members may get to know you and your child the best during their treatment at Kairos. These staff members work "online" with your child every day. They are involved in the day-to-day interactions, transitions, crisis times, and fun times with the youth. 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.

Skills Coach Supervisors

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

You and your child matter to us.



KAIROS

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Resident Rights

As a client of Kairos, you have certain rights that we protect and support. These rights are listed for you here. If you ever feel that these rights are not being recognized, please let us know.

Statutory and Constitutional Rights. Each resident will be assured the same civil and human rights accorded to other citizens. These rights will be assured unless expressly limited by a court in the case of a resident who has been adjudicated incompetent and not restored to legal capacity. The rights described below are in addition to, and do not limit, all other statutory and constitutional rights which are afforded to all citizens including, but not limited to, the right to vote, marry, have or not have children, own and dispose property, enter into contracts and execute documents.

Rights of Service Recipients. In accordance with ORS 430.210, residents will have the right to:

1. Choose from available services those which are appropriate, consistent with the plan developed in accordance with paragraphs (2) and (3) of this subsection, and provided in a setting and under conditions that are least restrictive to the person's liberty, that are least intrusive to the person and that provide for the greatest degree of independence;
2. An individualized written treatment plan, services based upon that plan and periodic review and reassessment of service needs;
3. Ongoing participation in planning services in a manner appropriate to the person's capabilities, including the right to participate in the development and periodic revision of the plan described in paragraph (2) of this subsection, and the right to be provided with a reasonable explanation of all service considerations;
4. Not receive services without informed consent except in a medical emergency or as otherwise permitted by law;
5. Not participate in experimentation without informed voluntary written consent;
6. Receive medication only for the person's individual clinical needs;
7. Not be involuntarily terminated or transferred from services without prior notice, notification of available sources of necessary continued services and exercise of a grievance procedure;
8. A humane service environment that affords reasonable protection from harm and affords reasonable privacy;
9. Be free from abuse or neglect and to report any incident of abuse without being subject to retaliation;
10. Religious freedom;
11. Not be required to perform labor, except personal housekeeping duties, without reasonable and lawful compensation;
12. Visit with family members, friends, advocates and legal and medical professionals;
13. Exercise all rights set forth in ORS 426.385 and 427.031 if the individual is committed to the Department;
14. Be informed at the start of services and periodically thereafter of the rights guaranteed by this section and the procedure for reporting abuse, and to have these rights and procedures prominently posted in a location readily accessible to the person and made available to the person's guardian and any representative designated by the person;
15. Assert grievances with respect to infringement of the rights described in this section, including the right to have such grievances considered in a fair, timely and impartial grievance procedure;
16. Have access to and communicate privately with any public or private rights protection program or rights advocate; and

17. Exercise all rights described in this section without any form of reprisal or punishment.

Additional Rights. Residents will also have a right to:

1. Adequate food, shelter, and clothing, consistent with OAR 309-035-0410;
2. A reasonable accommodation if, due to their disability, the housing and services are not sufficiently accessible;
3. Confidential communication, including receiving and opening personal mail, private visits with family members and other guests, and access to a telephone with privacy for making and receiving telephone calls;
4. Express sexuality in a socially appropriate and consensual manner;
5. Access to community resources including recreation, religious services, agency services, employment and day programs, unless such access is legally restricted;
6. Be free from seclusion and restraint;
7. To review the programs policies and procedures; and
8. Not participate in research without informed voluntary written consent.

All complaints will be investigated

To ask questions at any time you can make a call to your local community mental health program:

For Josephine/Jackson County: Options of Southern Oregon. Lisa Corallo (541) 472-9983 or Marilane Jorgenson (541) 472-9986

For Lane County, Lane County Health and Human Services: Kathy Bootes 541-682-7510

For Marion County, Marion County Health and Human Services: Leslie Stainbrook at (503) 361-2642 or Sid Venkatachalam at (503) 576-4532 or Kat Fox at (503) 361-2771

For all Counties, the Office of Health Services Division of the Oregon Health Authority (503) 945-9700

or to Disability Rights Oregon 1-800-452-1694