

**Woodside  
Juvenile  
Rehabilitation  
Center**

**2015**

**Orientation Handbook  
for Woodside Residents**



March 2015

# Welcome To Woodside!

The Woodside Juvenile Rehabilitation Center, known simply as *Woodside*, is operated by the Family Services Division of the Vermont Department for Children and Families. We provide short- and long-term placements and treatment services for youth, in a safe, structured, and secure environment.

Placement at Woodside is not meant as punishment. It's a unique treatment opportunity – a “practice wellness society” – aimed at helping you learn and grow through preparation and practice and with the full support of our dedicated and experienced staff.

During your time here, you'll learn how to:

- ⇒ Improve your behavior;
- ⇒ Treat people with respect; and
- ⇒ Build on your strengths so you can return to your community and be successful.

Woodside provides youth-centered treatment services. To start, we'll work with you to assess your needs and identify areas for improvement. Then, we'll work with you, your family, your DCF social worker, and other important people in your life to design a treatment and education program specifically for you.

When you're ready, our transition coordinator will work with you and your team to design a plan to help you successfully re-enter the community. Transitioning will give you the opportunity to “road test” the skills you learned at Woodside, while still having us as your safety net.

We hope that you will see this as an opportunity and take full advantage of everything that's offered. We look forward to working with you and your family!

You can find more information about Woodside on our website at <http://dcf.vermont.gov/fsd/woodside>.

**Jay Simons, Woodside Director**

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*If you believe that you, or someone you know, has been abused or neglected, call Vermont’s Child Protection Hotline — 24 hours a day, 7 days a week.*

**1-800-649-5285**

# INTRODUCTION TO WOODSIDE

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## ***The Interview:***

The first step is for us to get to know you better. This will start with an interview shortly after you arrive. We'll ask you lots of questions as part of the screenings we do for mental health, physical health, and safety.

## ***Clothes at Woodside:***

Your clothes will be checked, washed and stored in a locked storage area for future use. We'll provide you with shirts, jeans, sweatshirts, sweatpants, gym shorts, sandals, underwear, socks, and sneakers (see *Dress and Hygiene Expectations* on page 9). We'll also provide you with sheets, other bedding items, towels and personal care items such as soap, deodorant, brushes, and combs.

When your social worker or family comes to visit you for the first time, they may want to bring some things to help you adjust to your new living situation. Below is a list of approved items.

This is a ONE-TIME ONLY option. The items MUST match the list exactly to be accepted.

- ⇒ Underwear – 3 sets
- ⇒ Socks – 3 sets
- ⇒ Hygiene items. All MUST be NEW and in CLEAR PLASTIC containers – no glass or metal containers. All MUST be ALCOHOL FREE. NO sprays or aerosols.
- ⇒ Shampoo & conditioner
- ⇒ Body wash or soap
- ⇒ Toothbrush and toothpaste
- ⇒ Deodorant
- ⇒ Plastic hairbrush
- ⇒ Court clothes – one set, dress, shirt and pants/skirt to be stored
- ⇒ A religious book
- ⇒ Schoolwork
- ⇒ Comfort items, such as a picture

## ***Orientation Tour:***

We'll give you a tour of Woodside and staff will explain the emergency procedures. Make sure you know where the emergency exits are and where to find equipment such as first aid supplies and fire extinguishers (in case you are asked to get them in an emergency).

# TREATMENT & EDUCATIONAL SERVICES

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## **Assessments:**

You'll participate in assessments through interviews and written forms. This will help us get to know and understand you. We may ask questions more than once. We are very thorough! Employees doing the assessments are trained and qualified. It's very important that you answer their questions fully and complete the forms as best you can. The results of the assessments will help us develop your treatment goals.

## **Individual Plan of Care (IPC):**

You'll work with your clinical team to develop your Individual Plan of Care (IPC). This will be your roadmap for treatment services while at Woodside. It will help you track and reach your treatment goals.

Most of your treatment services will be coordinated by your clinical team, which is made up of you, your family member(s), three clinical supervisors, your DCF social worker, a Woodside Psychiatrist, and Woodside's nurse. School representatives and specialized counselors may also be members of your team. You should participate in the daily programming, school, and counseling offered.

You'll meet with the clinical staff weekly for counseling and to talk about your progress. You and your team will review your IPC every 30 days as long as you are here.

## **The Woodside School:**

You'll attend the Woodside School and rotate through subjects, including English/Language Arts, Math, Science, Social Studies, Health/Life Skills, Art and Physical Education. You will stay enrolled in your sending school, and Woodside teachers will contact that school to make sure you are on track and earn credit for your studies while at Woodside.

## **Confidentiality:**

We'll maintain your confidentiality. We will only share information about you on a "need-to-know basis" with people involved in your treatment at Woodside. The people that may "need-to-know" include:

- ⇒ Your DCF social worker;
- ⇒ Clinical team;
- ⇒ Counseling and teaching staff; and
- ⇒ Clinicians (e.g., psychiatrists, psychologists & interns).

# FAMILY ENGAGEMENT & VISITATION

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Family is important. We'll help you build and maintain healthy relationships with members of your family. You may also engage in family support counseling as part of your IPC.

## **Visits:**

Below is some information you need to know about visits.

- ⇒ Your DCF social worker will work with you and your clinical team to develop a list of family members approved for visits.
- ⇒ Visits will take place in a comfortable and private location whenever possible.
- ⇒ Visits will be supervised by a staff member.
- ⇒ All visitors must pass through the metal detector and are subject to having their belongings searched. Bringing contraband into the building is forbidden and any attempt to do so will be reported to the police.
- ⇒ You are expected to follow all facility rules during visits.
- ⇒ Your visit will have to end if it's becoming unsafe.
- ⇒ NO FOOD OR DRINKS ARE ALLOWED INTO THE BUILDING DURING VISITS.  
*Please ask for approval ahead of time for items to be brought in. A supervisor will sign off and attach the permission slip to your visitor log. Only the items on the list will be allowed in the building.*
- ⇒ Visits may happen between the hours of 8:00AM and 8:00PM, 7 days a week. But we will try to schedule visits outside of school hours.
- ⇒ Visits from your attorney, Guardian ad Litem, or DCF social worker may happen at any time.
- ⇒ All non-professional visits must:
  - Have social worker approval;
  - Have clinical team approval; and
  - Be scheduled with the operations supervisor.

## **Phone Calls:**

Here are the rules for personal phone calls:

- ⇒ Woodside staff will keep a list of contacts approved by your DCF social worker and clinical team. *Phone calls are usually limited to immediate family and, sometimes, other supportive adults.*
- ⇒ While you may ask us to add other people to your phone list, keep in mind that the purpose is to build relationships with family and others who are positive supports. *All requests will be reviewed by your DCF social worker and clinical team, and you will be notified of their decision.*
- ⇒ Calls may be denied for safety and security reasons.
- ⇒ People on your approved list can call our main line at (802) 655-4990.
- ⇒ You may have one five minute phone call per day.
- ⇒ Personal phone calls happen during quiet time.
- ⇒ Staff will place the call and remain on the line long enough to make sure the person being called is the one on the line.
- ⇒ Staff will monitor phone calls at the DCF social worker's request or anytime there are safety and security concerns.
- ⇒ Calls will be ended immediately if inappropriate language is used.
- ⇒ Collect calls will not be accepted.
- ⇒ There are no rollovers of calls or minutes. Each day is a new day!

## **Mail:**

Here are the rules for sending and receiving mail while at Woodside:

- ⇒ Mail may be sent to you at Woodside Juvenile Rehabilitation Center, 26 Woodside Drive East, Colchester, VT 05446.
- ⇒ Mail will be opened and checked by staff.
- ⇒ Mail to or from past residents is not allowed and will be returned to the sender.
- ⇒ Unapproved items will be returned to the sender.
- ⇒ Suspicious or inappropriate mail will not be given to you. It will either be placed in your case file or sent to your DCF social worker
- ⇒ You may send outgoing letters. Sometimes restrictions are placed on mail for security reasons and/or because your treatment may be negatively affected.
- ⇒ You will receive a written explanation of any restrictions placed on your mail.

# OPERATIONS AT WOODSIDE

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## ***Room Inspections:***

Room inspections for safety and security will be done daily. You are only allowed to have approved items in your room.

We expect you to:

- ⇒ Keep your room neat and clean.
- ⇒ Make sure your bed is made, your floor is swept, and all trash is removed.
- ⇒ Keep your clothes and possessions neatly organized.

## ***Dress and Hygiene:***

We encourage you to take pride in presenting a neat, clean and well-groomed appearance. Your outfit for school, counseling, appointments, family visits, etc. is a collared shirt and jeans. Your outfit for physical education/recreation is shorts or sweatpants and a t-shirt. You will get two of each of these items.

We'll also give you pajamas, sandals, sneakers, and underwear. You may have your own underwear and we will store one pair of shoes for you. During the summer session of school, you may wear shorts instead of jeans.

Here are the rules:

- ⇒ You are expected to wear the clothing as it is designed (such as pants or shorts worn at the waist and properly fastened so underwear is not revealed).
- ⇒ Jewelry is not permitted except for a medical alert bracelet.
- ⇒ You may not go barefoot except when showering, in your room, resting, or sleeping.
- ⇒ Hair should be neat and trimmed. Pony tail holders (no metal) and scrunchies are allowed.
- ⇒ You may wear your own clothing to court hearings unless you choose to wear Woodside clothing.
- ⇒ Your personal hygiene is very important and includes showering, washing hands prior to meals, brushing your teeth at least twice a day, and taking all prescribed medications. Self-care is an essential part of treatment!

## ***The Daily Schedule:***

Woodside operates 24 hours a day/ 7 days a week. We never close.

### **Monday - Friday**

7:30-7:45	Wake up, personal hygiene, clean-up
7:45-8:30	Group A breakfast/group, Group B group/breakfast
8:30-10:30	Academics
10:30-11:30	Thinking reports, Psycho-education group
11:30-12:30	Group A lunch/physical education, Group B physical education/lunch
12:30-3:30	Academics
3:30-4:00	Thinking reports, Group
4:00-5:45	Group A free time/dinner/recreation, Group B recreation/free time/dinner
5:45-7:15	Homework, Thinking reports, hygiene, phone
7:15-8:15	Process group, Thinking reports, counseling
8:15-8:45	Individual activities
8:45-9:00	Accountability or Good News group
9:00	Bedtime
11:00	Lights out (Sunday through Thursday)

### **Saturday & Sunday**

9:00-9:45	Wake-up/chores/breakfast cart on unit
9:45-10:00	Goals group
10:00-11:00	Game time
11:00-12:00	Psycho educational group
12:00-12:30	Group A lunch/goals accountability, Group B goals accountability/lunch
1:00-2:00	Recreation (no television)
2:00-3:00	Psycho educational group
3:00-4:00	Arts/crafts/specials
4:00-4:15	Check-in group
4:15-4:30	Prepare for meals, personal needs
4:30-5:30	Group A dinner/free time, Group B free time/dinner
5:30-7:00	Thinking reports, hygiene, phone calls, check ins
7:00-9:00	Movie night (Saturday)
7:00-8:45	Movie/process (Sunday)
8:45-9:00	Sunday- Good News
9:00	Bedtime
12:00	Lights out (Friday and Saturday)

## The Point System:

You'll have opportunities to earn points every day based on your behavior and participation (i.e., you can earn 40 points in a day for positively participating in the program). We'll use the points you earn to track your progress. You may use them to get extra privileges such as staying up later or the use of an Xbox/Mp3 player.

### Weekday

Room cleaned, bed made etc.	
Chore completed satisfactorily	
<b>Daily goals group</b> - behavior	
Participation	
Behavior during breakfast	
<b>Math</b> -behavior	
Task completion	
<b>Science</b> -Behavior	
Task completion	
<b>Psycho-Ed group</b> -behavior	
Participation	
<b>History</b> -behavior	
Task completion	
<b>English</b> -Behavior	
Task completion	
<b>Careers/health/voc</b> -behavior	
Task completion	
<b>Physical education</b> -behavior	
Participation	
Teacher feedback group	
Behavior during dinner	
<b>Recreation</b>	
Quiet time	
<b>Eve Psycho-Ed group</b> -behavior	
Participation	
KIP quality/effort/on time	
Individual activities	
Free time	
Straightness and honesty	
Responsible behavior	
<b>Good news group</b> -behavior	
Participation	
Staff discretionary	
Daily hygiene	
Transitions (Total of 5 points)	
Examples of incentives that may be bought: a late night (2130 or 2200 bedtime); access to a radio, MP3, or DVD player; and access to additional activities.	

### Weekend

Bedtime (previous night)	
Room cleaned, bed made etc.	
Chore completed satisfactorily	
<b>Daily goals group</b> - behavior	
Participation	
Behavior during breakfast	
<b>Game time</b> - behavior	
Participation	
Interpersonal skills	
<b>Psycho-Ed group</b> - behavior	
Participation	
Recreation- behavior	
Participation	
Interpersonal skills	
<b>Check-in goals group</b> -behavior	
Participation	
Behavior during lunch	
<b>Arts &amp; crafts</b> -behavior	
Participation	
<b>Specials</b> -behavior	
Participation	
Interpersonal skills	
Behavior during dinner	
Quiet time	
<b>Eve Psycho-Ed</b> group-behavior	
Participation	
KIP quality/effort/on time	
Individual activities	
Free time	
Straightness and honesty	
Responsible behavior	
<b>Good news group</b> - behavior	
Participation	
Staff discretionary	
Daily hygiene	
Transitions (Total of 5)	

## Short-Term Interventions:

Woodside staff will work with you to keep you and our Woodside community safe.

	<p><b>Green/Go</b></p> <p>This means you are “good to go.” You are fully participating in the program, with no restrictions on your privileges. This is where you want to be!</p>
	<p><b>Yellow/Caution</b></p> <p>This means you need to slow down and use “caution.” This level can be used either as a step-down from <i>Orange/Detour</i> or <i>Red/Stop</i> or as a cautionary level to help you focus on behavioral and/or treatment expectations you are having difficulty with. As a step-down strategy, it gives you the opportunity to show what you’ve learned while on the more restrictive levels. How long you spend at this level is up to you and your clinical team. We’ll help you with a plan to get to green. It will include expectations and limitations while on this level.</p>
	<p><b>Orange/Detour</b></p> <p>This means you have detoured from the program and need increased support. <i>Orange/Detour</i> is for mid-level problem behaviors. You may be placed here directly or as a step-down from <i>Red/Stop</i>.</p> <p>Your clinical team will work with you to develop a plan to get back to <i>Green/Go</i>. The plan will outline treatment and behavioral expectations, and you may have written assignments to complete.</p>
	<p><b>Red/Stop</b></p> <p>This means you appear to be a danger to yourself or others and may pose a serious risk to the safety of the program. <i>Red/Stop</i> is usually the result of a serious incident. You’ll meet with staff to discuss the incident(s) and develop a plan that outlines the steps you need to take to address the situation. This could include counseling, writing assignments, apologies, and tasks associated with the results of the behaviors. The more you do, the more likely you are to progress to a less restrictive status! You’ll stay on <i>Red/Stop</i> until you reach your goals and show that you’re safe.</p>

## ***Your Rights:***

You have the right to:

1. Confidentiality and privacy.
2. Information to make the best decisions about yourself.
3. The assumption of competence.
4. Legal representation.
5. A nourishing and well-balanced diet.
6. A humane and safe environment.
7. Appropriate medical and dental treatment.
8. Appropriate educational services.
9. Freedom from unnecessary and excessive medication.
10. Freedom from abuse, neglect, retaliation (“pay-back”), humiliation, harassment, and exploitation.
11. Refuse services and/or involvement in research projects.
12. Be involved in decisions about you.
13. Participate in the development of an individualized treatment plan called Individual Plan of Care (IPC).
14. Have visitors unless a safety or security concern prevents this, in which case you are entitled to be told the reason for the restriction.
15. Send and receive mail unless a safety or security concern prevents this, in which case you are entitled to be told the reason for the restriction.
16. Make phone calls unless a safety or security concern prevents this, in which case you are entitled to be told the reason for the restriction.
17. Follow religious practices.
18. Access physical exercise (as long as you are being safe).

**\*\* If you believe that your rights are being violated, you should tell someone you trust and/or your legal representative. If you would like explanations of any of these rights, please ask staff.**

# **RULES & PROCEDURES**

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## ***General Rules for Residents:***

1. Respect for all people is an essential Woodside value and expected at all times. *Our definition of respect is an understanding that someone or something is important, serious, etc., and should be treated in an appropriate way.*
2. Woodside is violence free – free of fighting, slapping, hitting, or physical contact of any kind.
3. Woodside is free of gum, tobacco products, legal & illegal drugs, alcohol, and weapons of any kind.
4. Respect the privacy of other residents and never enter other residents' rooms.
5. Respect the personal “boundaries” of others. This means keeping healthy space between you and others, never touching. It also means not passing or receiving notes.
6. Appropriate conversations are expected – free of swearing, sexual language, put-downs, “war stories” or any type of speech that someone might consider offensive or threatening. Your conversations should be “in the here and now” except in counseling when it is appropriate to talk about your past and future.
7. Respect property – care of all property is expected at all times. You can begin to demonstrate this by keeping your room neat and clean.
8. Respect the property of others – trading, giving, selling, borrowing, or lending is not allowed. (This includes "favors.")
9. Respect the group living situation by using an “indoor voice” and avoiding loud noises.
10. Participate in the daily program.
11. Follow staff directions.

## ***Prohibited Items (contraband):***

1. Unauthorized drugs, including tobacco products and alcohol.
2. Prescription and over-the-counter medications except when being properly dispensed by Woodside staff.
3. Firearms, ammunition of any type, explosives or any explosive substance.
4. Matches and lighters.
5. Knives.
6. Items that have been modified for use as a dangerous weapon.
7. Pornographic materials, including pornographic writings.
8. Items being used inappropriately that could be dangerous to yourself or others. If you have an item staff believe is being used as a weapon or for other illegal means, you will be required to submit it to staff.

## **Security Rules:**

Here are the rules designed to keep residents and staff safe:

1. Every room can be searched for contraband (*items not allowed*) at any time.
2. You're expected to go to bed at your assigned time and be visible for periodic checks.
3. Your room must be free of objects that can be self-harming such as sharp objects, belts, ropes, etc.
4. You'll be supervised inside and outside the center by Woodside-approved staff.
5. If you pose a safety and/or security risk, you may be restricted from certain program activities until the risk is no longer a concern.
6. The following behaviors won't be tolerated: planning or attempting escape, physically assaulting staff or peers, possessing or using non-prescribed drugs or intoxicants, inappropriately using prescribed drugs, violating fire safety codes, committing arson, hiding or creating weapons, and self-mutilating (e.g., tattooing and body piercing).
7. You are required to submit to a pat search and pass through security detection equipment whenever you enter the building. If a strip search is required because of safety and/or security concerns, the staff will explain the reasons.

## **Physical Intervention and Seclusion:**

Woodside prohibits all cruel, severe, unusual, and unnecessary physical intervention and seclusion practices.

- ⇒ **Physical Intervention** means any physical contact made by a staff member to control a resident's behavior by restraining his/her physical movement. The physical contact is deliberate, not accidental.
- ⇒ **Seclusion** means placing someone in a room to prevent harm to self or others and physically restricting him/her from leaving by locking the door. Seclusion is only used at Woodside for the duration of the dangerous behavior or the duration of the emergency safety situation.

The staff at Woodside is trained on the use of physical intervention and seclusion. These interventions will only be used as a last resort to keep everyone safe. They will never be used as punishment and will last only as long as necessary. Your responsibility is to work with staff to calm yourself down as quickly as possible. When physical intervention or seclusion is used:

- ⇒ It will be video recorded whenever possible;
- ⇒ You will receive medical follow up; and
- ⇒ Your parents, DCF social worker, and guardian will be notified.

## **Staff Code of Ethics:**

All Woodside employees, interns, and volunteers, follow a “Code of Ethics” that outlines appropriate behavior while they are working with you. This includes:

1. Respecting your rights.
2. Providing you the best possible level of service and treatment.
3. Treating you with dignity and respect, without discrimination.
4. Demonstrating appropriate professional treatment conduct.
5. Following legal and moral standards.
6. Not making public statements about you outside of work.
7. Protecting your welfare.
8. Developing appropriate relationships with you.
9. Protecting you and your family’s confidentiality.
10. Working with and treating other staff with respect, courtesy, and fairness.
11. Working with and treating your family with respect, courtesy, and fairness.
12. Not harassing you in any way.
13. Not personally gaining from you in anyway.

## **Complaints/Grievances:**

If you have a complaint about something, do the following without fear of reprisal (or *payback*):

1. Discuss your complaint with a clinical team member.
2. If this does not take care of the problem, write your grievance in a letter to the Woodside Director. If you need assistance, ask someone you trust (e.g., staff, lawyer, or other person) to help.
3. Upon receipt of your written complaint, the Director will schedule a meeting with the involved parties to discuss your grievance and possible solutions.
4. The Director will advise you of the decision in writing within forty-eight (48) hours of the meeting (excluding weekends and holidays).
5. If you are not satisfied with the Director's decision, you may appeal to the Family Services Director of Operations who may choose to meet with everyone to discuss your complaint.
6. The Director of Operations will give you an answer in writing. If you’re still not satisfied, you can contact:
  - a. DCF’s Residential Licensing & Special Investigations Unit at (802) 769-6473; or
  - b. The Disability Rights Vermont Office at 1-800- 834-7890.

# APPENDIX ONE: ORIENTATION HANDBOOK SIGN OFF SHEET

## Instructions to Staff:

Once this page has been completed, remove it, and file it in the front section of the client's file.

## Resident's signature:

I have reviewed the *Orientation Handbook for Woodside Residents* with the help of Woodside counseling staff.

\_\_\_\_\_  
Resident Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Resident orientation completed by Woodside staff:

\_\_\_\_\_  
Staff Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Electronic copy or fax sent to DCF social worker:

\_\_\_\_\_  
Staff Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Copy provided to parent(s) (if appropriate):

Mailed to parent    Handed to parent

\_\_\_\_\_  
Staff Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## APPENDIX TWO: TREATMENT/TRANSITION MEETING REQUEST

### Instructions:

Any member of the treatment team may request a treatment/transition meeting by completing and submitting this form.

- ⇒ Requests for treatment team meetings should be sent to the *clinical care coordinator*.
- ⇒ Requests for transition meetings should be sent to the *transition coordinator*.

### Meeting Request Information

Resident's Name	Request for: <input type="checkbox"/> Transition meeting <input type="checkbox"/> Treatment meeting
Woodside clinical supervisor	DCF social worker
Proposed meeting date and time:	Alternative dates and times for meeting:
Attendees:	
Reason for meeting request:	
Request submitted by:	

### For Use by the Clinical Care Coordinator & Transition Coordinator:

Date request received:
Request received from:
Finalized meeting date and time:

