

Student Manual

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1.

PROGRAM PHILOSOPHY

The philosophy at New Haven is unique and multidimensional. We believe that working on these six areas will help you make significant positive changes in your life:

The Family

We realize that **long-lasting change in you is most likely to occur when your family changes too.** That's why your family is required to participate in therapy while you are here.

Love

You can change and heal easier in a loving environment. New Haven's environment teaches you how **to give and receive love and respect.** We encourage you to express this love and respect for your family, staff, peers, society, and nature.

Locus of Control

Your *locus of control* is **what motivates you, or in other words, what controls you.** For example, if you believe you are powerless, you might choose to give up control of your life to external influences (like your family, friends, luck, or society). Likewise, if you continually make poor decisions so that others have to take control of your life in order to keep you safe, you are choosing to give up your control to others; in other words, you have an *external locus of control*. New Haven will help you choose to change your locus of control from external to internal, returning power to you so that you can make positive changes in your life. Changing to an *internal locus of control* means you motivate yourself to make good decisions. You accept responsibility and accountability for your past and future choices.

Selflessness

The loss of self-esteem has much to do with the choices you have made in the past. Ineffective attempts at feeling better about yourself can include the use of justification, rationalization, and other defense mechanisms that lead to depression, anxiety, and other troubling emotions and behaviors. **The more you reach out to others in a helpful way, and give of yourself, the more you will discover your own worth and sense of purpose.**

Values

True happiness and peace are found when your behavior is in line with your values. You should develop your own set of values and align your life with those values.

Spirituality

We believe **each human life is sacred.** A person's spirituality – or sense of connectedness to something divine – is not only her essence of moral decision making but can also give her **genuine purpose in life.**

2.

New Haven's Program

Therapy

Group Psychotherapy

Masters level Therapists provide five 90 minute sessions of group psychotherapy each work week, divided into the following types:

General	Adoptions	Social Skills	Trauma
Relationships	Emotions	Anger Management	Self Esteem
Stress Management	Life Skills	Equine Therapy	Addictions

Narcotics and Alcoholics Anonymous

New Haven uses real community meetings for students with drug/alcohol dependency. Not all students attend NA/AA meetings.

Individual Therapy

You have a personal Therapist who meets with you for approximately 90 minutes each week.

Family Therapy

New Haven encourages your family to attend weekly family therapy sessions in person whenever possible. Otherwise, telephone conference calls happen with you, your family, and your Therapist each week. Families must also attend Family Weekends.

Recreational Therapy

Licensed Recreation Therapists provide four 90 minute experiential therapy groups each week, and a 6 hour extended Recreation Therapy occasionally. You also participate in other recreation activities each week under the supervision of a Shift Supervisor. You will learn concepts such as trust, cooperation, and the need for family, and have the opportunity to practice them daily.

Devotionals

Most Sunday nights you will hear from a speaker who teaches spiritually oriented values such as love, patience, hard work, future planning, and honor. Occasionally higher level girls will share their journey here at New Haven.

General Staff

New Haven's highly trained and well-educated residential staff assists you with the practical applications of your therapy in everyday life 24 hours a day.

Treatment Team

The Treatment Team is made up of every Therapist with whom you have contact, four residential Shift Supervisors, including the Lead Supervisor, the Clinical Director, at least one Recreational Therapist, the nursing staff, and the educators. The Team meets once weekly to discuss your progress on your Master Treatment Plan. Your parents and your home-town Therapist are welcome to attend via conference call or in person with permission from your Therapist.

Recreation

Private Lessons

You may formally pursue your talents as soon as you are on Insight Level. New Haven will provide services such as piano lessons, dance instruction, art classes, etc., at no further cost to your parents.

Horse Care/ Riding

You will have the opportunity to learn unconditional love and responsibility when you care for New Haven's horses. You will learn to saddle, bridle, brush, and ride the horses.

Gardening

During the spring time you can choose to be involved in planting and caring for a garden. You will be actively involved in nature-appreciation activities throughout your treatment.

Off-campus Activities

You will find yourself in the community or the nearby mountains at least three nights each week. Movies, shopping, day hikes, bowling, service projects, and other wholesome leisure activities will help you discover appropriate options for your spare time when you return home.

Exercise

New Haven has ample room and equipment for you to engage in sports such as volleyball, softball, kick-ball, or basketball. New Haven also has a fitness room with space for aerobics, as well as cardio machines, and weights. You will also participate in physical education classes as part of school.

Home Atmosphere

All On-site

New Haven's facility is self-contained in seven 8,500+ square foot homes. You will have roommates and you will share a bathroom. We have a large kitchen and a comfortable dining area for your use. The facilities are pleasantly furnished with a country theme. The therapy offices, laundry services, nurse's station, and business offices are all contained in the home's structure.

Residential Staff

New Haven is designed to be like a family. Staff act as parental figures to you, while other students become "sisters" in a very real way. Day and night, there will always be staff on shift to help you.

Selective Admissions

Your safety at New Haven is a paramount concern. New Haven screens admissions so that neither extremely physically violent or psychotic students, nor any heavily gang-related girls are allowed. Parental involvement is also a prerequisite for admission.

Medical Services

24-hour Nursing

New Haven employs Registered Nurses and LPNs on sight from the early morning until the evening to ensure your medical safety and stability. Nurses are on call 24 hours a day in case of an emergency.

Community Meeting

Purpose

- 1 - Set and review weekly goals.
- 2 - Receive and give encouragement.
- 3 - Receive and give constructive criticism.
- 4 - Express problems between community members.
- 5 - Review the weekly schedule.
- 6 - Discuss progress toward levels.
- 7 - Have Fun

Time

Community meetings are in the mornings and evenings each day. Community meetings start at 8:10am on a weekday and start at 9pm every evening. Community meeting times may vary on the weekends to allow students to sleep in.

Responsibilities of Community Leader

- 1 - Announce specific parts of the meeting.
- 2 - Call on community member when her hand is raised.
- 3 - Maintain order throughout the meeting.

Guidelines

- 1 - Raise hands to speak.
- 2 - Wait to speak until called on by the community leader.
- 3 - Use gentle "I" statements when confronting another community member. (Remember to do this at appropriate times: feedback, problem/concerns.)
- 4 - Be cautious not to speak out of turn.
- 5 - Try to maintain a soft tone with all comments.
- 6- Students must have their chores and rooms signed off on their point sheets before the meeting starts
- 7- Students must have goals filled out before the meeting starts
- 8- No eating or drinking at the meeting

Meeting

GOALS

In the morning, each community member states her goals for the day. Each person should have at least, but not more than, three goals. In the evening, each community member reports on whether or not she reached her goals.

FEEDBACK

After a person states her goals, there is an opportunity for community members to give her a brief evaluation of her performance during the day. The intent of feedback is to reinforce positive behaviors and to help the person recognize negative behaviors so that she may make corrections.

PROBLEMS OR CONCERNS

Any complaint or issue that needs to be resolved should be discussed at this time. It is essential that when addressing all problems and concerns that the Guidelines are followed.

ANNOUNCEMENTS

This time is for any community member who has information that she needs to make known to the whole community.

QUESTIONS

Any questions may be asked at this time.

STAFF

Time is given to staff to make comments and/or announcements.

3.

New Haven's Rules

New Haven's rules are each connected to a specific value.

Respect

1. No swearing or vulgarity, or tasteless joke-telling.
2. No yelling.
3. No foot, neck, or back massages.
4. Students may not go into other students' bedrooms or bathrooms without staff permission.
5. Any more than 2 girls in a bathroom and the door must remain open.
6. No piggy-back rides or anything like it.
7. Students may not draw or trace patterns or designs on their bodies.
8. Students may not pierce their bodies while at New Haven.
9. Students may not wear jewelry in a pierced body part other than an ear.
10. No kissing each other (cheeks, mouths, etc.).
11. No wandering the halls with a towel. Students should take clothes into the bathroom before a shower and change there.
12. No cuddling or holding hands.
13. No lying under blankets together.
14. No borrowing of clothes or personal hygiene items.
15. No conversations about inappropriate topics, including war stories.

Cleanliness

1. No food or drink (except water) in any room but the kitchen.
2. Students may not have bare feet in the house.
3. Clothing should be clean, free of holes and markings, and activity appropriate.
4. Hair must be clean and combed; no "dread locks".
5. Bodies should be clean and well-manicured; students are to shower every day.
6. New Haven provides students with basic personal hygiene items such as toothpaste, soap, shampoo, deodorant, toilet paper, and tissues. Students must have permission from their guardians to purchase special personal hygiene items, as these items must be purchased with funds from the students' trust account.
7. Each student is responsible to wash and care for her own linens once each week.
8. Students may not hang anything on the walls, even with tape; only cork boards may be used for decorations.
9. Students may not alter or vandalize their own or other students' clothing or shoes.

Health

1. Students may only eat what is served for meals and snacks.
2. Parents may not send food or drink.
3. Food or drink may not be brought back from a pass, this includes leftovers.
4. Students must be in their rooms by 10:00 and the lights must be out at 10:15. Students may go to bed earlier if they have completed their nightly responsibilities.

5. Students may take a sick day if they manifest the following symptoms: fever; observed vomiting; pale or flushed skin; strong feelings of nausea; dizziness; intense aches or pains. The prevailing rule is this: If a student is sick enough to miss school, she is sick enough to miss activities. Shift Supervisors should notify the Nurse when a student is ill. The nurse will decide if the student is on sickbed. Sickbed generally last 24 hours.
6. Staff serve food portions to students. Students eat what is cooked, or not at all. Vegetarian meals are provided.

Safety

1. New Haven does not allow unsafe clothing or jewelry.
2. Students may not wear industrial-style chains or other objects as jewelry.
3. Students may not wear thick leather cuffs, collars, or studded leather of any kind.

Modesty

1. Employees should not be able to see skin on a student's stomach if she lifts her arms out to her side; shirts must cover the stomach, even if a student is wearing low riding pants.
2. Students should wear bras at all times. They do not have to wear bras when sleeping.
3. Students should not wear underwear as an outer garment.
4. Students may not wear thong underwear.
5. Students should not wear leggings, Spandex pants, or tights without a dress or shorts that goes to mid-thigh.
6. A skirt must be long enough that it touches the floor when kneeling.
7. Students should not sleep in the nude, nor only in underwear, nor may they wear day clothes to bed.
8. Students may wear tank tops, sleeveless shirts and dresses as long as the straps have at least a 2 finger width. Camisoles and "spaghetti straps" are not to be worn unless a shirt or top is worn on top or under the item. This remains a rule even in the summer months.
9. Tops cannot be low cut and must cover the bra.
10. Students may wear shorts as long as they are at least mid-thigh in length.

Moderation

1. Students may not dress in all black.
2. Dresses may not be lower than the top of the ankle.
3. Hair may not cover eyes.
4. The Treatment Team and guardians approve changes in hair color together.
5. Students must have permission from their parents and Treatment Team to shave any part of their heads, or change their hairstyle.
6. Makeup must not draw undue attention; i.e., all black, all white, bold colors, eyeliner may not go past the end of a student's eye; lipstick should be confined to the natural borders of the lips; eye shadow may not be on the lower eyelid, or go all the way around the eye.
7. No piece or amount of jewelry or clothing that draws undue attention.
8. No gauge earrings.

Life/No Toleration For Drugs Or Gangs

1. No hemp jewelry.

2. No gang signs.
3. New Haven prohibits any article of clothing that draws undue attention to a student in a negative manner, or identifies her as belonging to any subculture (i.e., gangs, hip-hop, druggies, skateboarders, rappers, grunge, vampires, mods, gothics); students may not have bandanas, hoods, nor nylon head coverings. Students may wear woven hats or beanies during the appropriate season. Staff reserves the right to determine when it is appropriate.
4. New Haven disapproves of any symbol the Treatment Team deems inappropriate: anarchy, marijuana leaf, mushroom, gang “signs” or “tags”, “Jerry Bears”, pacifiers, alien head, flowery VW bus, Billabong, bandanas, 4:20 etc. No skulls or symbols of death.
5. Students may not wear excessively saggy or baggy pants. Staff reserves the right to determine what is excessive.

Individual Worth

1. Students may not cut their own hair; they may not cut another student’s hair; no student may dye her own or another student’s hair.
2. Students may not wear clothing or have posters or merchandise that displays the name or symbol of a music group.
3. Students may not have or read magazines while at New Haven.

Honesty

If a student steals, she should return the stolen goods. If she cannot return the goods in the same condition as she acquired them, then she will make whatever restitution the owner of the goods decides is satisfactory. If the owner requires monetary restitution, New Haven will pay the owner out of the student’s deposit. The student will work for New Haven at minimum wage to pay the deposit back. The student will further correct her mistake by completing the following:

1. Student will apologize to the owner of the goods, whenever possible, face-to-face.
2. Student will tell parents personally of her mistake.
3. Student will complete work hours. Treatment Team decides how many hours on a case- by case basis.
4. Student drops at least to Expectation Level until she completes these requirements.

If a student steals three times while at New Haven, New Haven will strongly move to have the third offense (and any future offenses) show on the student’s permanent record.

Music/Media

Students may only listen to uplifting music that the Treatment Team approves. Students may not bring their own music to New Haven, nor may they have personal iPods, CD players, nor stereos of any kind, until they are on Interdependence Level (including during travel). Music devices needed for relaxation purposes at night will be provided by New Haven upon permission from the Therapist. Staff maintains control of the radios in the cars and on the unit. Insight Level students and higher may also use the radios with staff permission.

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

Students may listen to the radio when a staff is present. The Staff reserves the right to determine any song unapproved if the music is inappropriate in their opinion.

Spirituality

According to their legal rights, students may have contact with clergy from the religion of their choice. Students may attend church if the students are not safety risks.

4.

New Haven's Policies

Family/Friends

Visits and Passes

First Two Weeks

Visits during the first two weeks (outside of family therapy) are strongly discouraged, in order to allow the student to acclimate herself to the program with the least amount of interference. The Treatment Team approves any unusual or emergency situation requiring a visit during this time period.

Visits/Day Passes

Our visitation policy reflects and supports the reintegration of the student into her family. All visits should have a therapeutic purpose. Once the student has achieved Exploration Phase, New Haven encourages day passes and on campus visits.

Off Campus Overnight Passes

Whether parents bring their daughters home for a few days, or the student spends time with parents near New Haven, we encourage families to complete as many overnight passes as possible after their daughters achieve Insight Phase. However, at least three family passes are required as part of the program, one of them being extended (at least 10 days).

Telephone Policies

First Two Weeks

Students may not have phone contact with anyone (outside of family therapy) for the first two weeks so that they may acclimate themselves to New Haven more quickly.

Weekly Phone Privileges

Students will be allowed one call home (outside of therapy) per week. When the student has been here two weeks, the Lead Supervisor will assign her family a phone night. Parents need permission from the Lead Supervisor to speak with their daughter on any other day.

Phone Call Payment

All of the Student's phone calls are covered by New Haven.

Mail Policies

New Haven wants to make sure that a student's mail contact is with positive and supportive friends and family. All of the Student's letters will be e-mailed or sent to her parents. Parents can then forward the mail to the intended recipient. Incoming mail must come from parents as well. This will let New Haven know that the mail is coming from an approved friend or family member.

Grievance

Any student, regardless of status, has the right to write a grievance about whatever she pleases.

1. Supervisors sign the Grievance and place it in the Lead Supervisor's box
2. The Lead Supervisor forwards the grievance to the appropriate Director if necessary
3. The student should expect a verbal acknowledgment of the reception of the Grievance within 3 working days. She should expect a written response from the appropriate Director within 7 working days
4. Employees are not obligated to respond to anonymous grievances

Required Clothing

Purely for space purposes New Haven suggests that students bring no more than the following amounts of clothing. More clothes than this must be approved through Lead Supervisor, or the clothes will be boxed up and sent home.

7 Pair	Jeans or pants	1	Swimsuit (one-piece)
10	Shirts/Blouses	1 Pair	Dress Shoes
10 Pair	Underwear/Bras	1 Pair	Work Shoes/Boots
2 Pair	Pajamas	1 Pair	Tennis Shoes
10	Sports Bras	1	Bathrobe
3	PE Short	5	T-Shirts
1 Pair	Sandals	1	Nice Dress or outfit
3	Sweatshirt/Sweat suit	2 - 3	Jackets/Coats
12 Pair	Socks		

Required Personal Items

- 2 Towels
- 1 Electric Razor
- 1 Toothbrush
- 1 Personal Journal
- 1 Brush/Comb
- 1 Comforter and set of sheets

Banned Items

Glass (such as in picture frames)
Knives
Mouthwash
Nitrisoxide propellant
Lighters/Matches
Straight Razors

Aerosol Sprays (including mousse)
Cigarettes
Fluoride wash
Pornography
Personal Music

New Haven is not responsible for the loss or destruction of any student's personal property. Parents should not send items of high monetary value to their child. New Haven will return expensive items.

Incoming/Outgoing Property

Staff searches incoming and outgoing property. This includes packages, suitcases, and the student's person.

Storage of Personal Property

Students are responsible to maintain their rooms in an orderly fashion. It is not uncommon for a student to have more personal property than can be neatly arranged in her room. Students can either take excess property home, or store it at New Haven. Each student is given a large bin to keep excess property in.

New Haven does not ship items home for families at all. Any items left at New Haven become New Haven's property after 30 days.

5.

The Values Program

New Haven's value-based Phases make up what we call the FamilyWorks© Values Program. They are designed to help you take positive control of your life by teaching you to **shift your locus of control** from external (others controlling you) **to internal** (you control yourself).

The Phases each have a name which has a meaning: **Safety, Expectation, Exploration, Insight, Integrity and Interdependence.**

The second two Phases begin with the prefix "**EX**", as in the word "**ex-ternal**", which symbolizes that you are still being controlled, or motivated, by outside influences. The last three Phases begin with the prefix "**IN**", such as in the word "**in-ternal**", which represents your shift from being controlled, to taking control of yourself.

Each Phase has assignments which you must complete before you are eligible to advance to the next Phase. These assignments incorporate all aspects of your treatment here, including individual therapy, family therapy, recreational therapy, and developing your personal values system. Each Phase also has privileges which you can only enjoy on that particular Phase.

Each Phase also has a symbol, they are listed below.

<u>Phase</u>	<u>Symbol</u>
Safety	Lighthouse
Expectation	Star
Exploration	Foot
Insight	Sun
Integrity	Heart
Interdependence	Circle of Life

In order to successfully complete the program, you and your family must earn Interdependence Phase, and then complete a short Transition Phase. Completing the program allows you a full transition ceremony, your name on New Haven's plaque, and participation in the Home Haven Program.

Below you will find explanations of the different aspects of the Values Program. It may all seem a little overwhelming now, but you will understand it soon. If you have questions, don't hesitate to ask.

Values Coach

Within a day or two of arriving at New Haven, you will be assigned a "Values Coach." This is a staff member who is your personal "coach" as you work on the program. He/She will explain the program to you, help you work on your Value Beads and Phase Assignments. He/She will also be the main person to take you on pass until you are on Integrity Phase.

Family Involvement

Each Phase is made up of assignments that you and your parents must complete in order to earn that Phase. Each Phase is divided up into sections. The sections are “Student Assignments”, “Parent Assignments”, “Family Assignments”, and “Transition Assignments”. The “Student Assignments” are the things that you need to do on your own (with the help of your Values Coach, Therapist, etc.) in order to be eligible to earn that Phase. The “Parent Assignments” are the things that your parents must do on their own in order to be eligible to earn that Phase. The “Family Assignments” and “Transition Assignments” are the things you will do as a family (either in family therapy, on your family phone calls, or on passes) in order to be eligible to earn that Phase. In order to apply for your Phase, you must have all of the “Student Assignments”, “Family Assignments”, and “Transition Assignments” completed and signed off. It is possible for you and your parents to earn your Phases at different times.

Prioritizing your Personal Values

One part of New Haven’s philosophy is Values. We believe that when your actions are based on your Values System you will be happier. To help you realize what your Values are, you will be asked to prioritize and define 10 or more of your values in order to get off Safety Phase. To help you do this, New Haven has provided an extensive list of Values with their definitions. To help get you started, it is a good idea to read through these values. Write down the values (about ten or so) that you strongly believe in. Then decide what value is the absolute most important to you; that value is your 1st priority, or number one on your prioritized values list. Continue to rank each value in order of its importance to you. You can do this on the Prioritized Values Worksheet you will find in the Expectation section of this binder. Once you have prioritized your values, you then define them. You can either use New Haven’s definitions, or you can create your own. You will then discuss this list with your therapist in an individual therapy session.

Value Beads

On each Phase there is an assignment for you to complete a specific number of value beads. A value bead is a module consisting of 10 suggested tasks to help you learn about and apply that value to your life. Once you have completed 6 tasks, you have earned the bead. Your therapist will pick 4 of the tasks for you to do, your values coach will pick one task, and you will choose one, for a total of six tasks. Once you have earned it, you will be given the actual bead at a Values Ceremony.

Family Beads

Just like you will work on Value Beads as an individual, your family will also work together on beads. When your therapist feels it necessary, they will assign a bead to your family. Your therapist will also help you decide which of the tasks your family should complete in order to earn the bead.

Therapy Beads

Not only will you work on beads to help you learn and apply positive values, you will also have the chance to work on beads that are specific to your therapeutic issues. Your therapist will assign you these beads, and help you complete them.

Personal Therapeutic Assignments

There are several requirements throughout the Phases that are designed to help you explore yourself. These include writing an autobiography, memorizing quotes, doing collages, planning activities, etc. You will work on these assignments with either your Values Coach, your Therapist, or the Recreational Therapist.

Passes

Until you reach Integrity Phase, **you may only go on pass if it is for a value, or if you need something** (clothes etc.) It is an Integrity Phase privilege to go on fun passes with any staff, until then all passes must be with your Values Coach if at all possible. If the pass is **for a value requirement then it must be with your values coach**. If your values coach is a male, then another female staff must go with you. Each pass must be approved by your therapist, a nurse, a teacher, and the Lead Supervisor. You must plan passes well in advance. If your pass requires money, then you must fill out the appropriate request form to get it. If it is for a Values requirement, you fill out a Values Request Form, and if it is for something personal then fill out a Trust Account Request Form.

Values Ceremony

About once a month, you will attend a Values Ceremony. This is where you will be publicly acknowledged for you the hard work you've done in earning value beads, as well as for advancing Phases.

Peer Feedback

One requirement for each phase is that you obtain peer feedback. Your relationships are one aspect of your treatment, so we value the opinion of your peers. Here is how peer feedback works: approximately one week before you are applying for your phase ask a staff to make copies of the Peer Feedback page that corresponds to the phase you are applying for. You will then pass out a feedback sheet to each peer. They will write their feedback on the sheet, and then turn it in to staff. Then, the peer feedback will go down to Treatment Team on the day you apply. Treatment Team will read the peer feedback and if the majority is positive the requirement will be signed off in your value binder. If the majority of your feedback is not positive, then the requirement will not be signed off, and you will not be eligible for the phase increase.

Subjective Requirements

There are some requirements for each phase that cannot be physically done, but are qualities and behaviors we would like to see you exhibit. These include honesty, respect, maturity, etc. These are requirements you will need to be working on in addition to the tasks each phase requires. Sometimes you may have all completed the assignments to earn a Phase, but if you are not displaying the qualities we think are necessary to earn that Phase, you will not earn it.

Applying for each Phase

In order to apply, you must have your assignments done and signed for that Phase. You should not apply if there is anything within your power to complete that you haven't. Once all of your assignments are completed, you will fill out a Phase Application. These are found in the back of each section of your Values Binder. The Phase Application is something you will fill out with your Values Coach, within a few days of applying. Once you have filled out the application, it will go down to Treatment Team, along with your entire Values Binder. Treatment Team will make sure that all of your assignments are completed, and will then discuss your progress toward that Phase. Treatment Team will then vote on your Phase. Your Therapist will inform you sometime that day, whether you earned your Phase or not. It is not uncommon for girls to have to apply for a Phase more than once, so don't be too discouraged if you do not get your Phase on the first try. Phase applications must be filled out each time you apply, even if it is for the same Phase. Your parents will also have to fill out an application as well. You will have an opportunity to give them feedback on their application. It is possible for you and your parents to earn your Phases at different times.

Expectations and Privileges for Each Phase

Below are descriptions of what we expect of you on each Phase, as well as the privileges that you have when you are on that Phase. It is possible for you and your parents to earn your Phases at different rates, so if you and your family are on different Phases, then the Family Privileges will be the privileges of whoever is on the lowest Phase.

Safety

On Safety Phase, the student and her family are in the process of building trust and committing to physical and emotional safety. This consists of higher levels of external structure while the student is learning New Haven's expectations. During this time, the student and her family are preparing to create supportive relationships with the New Haven community.

Student Privileges	Family Privileges
<ol style="list-style-type: none">1. Sleep and be in front of staff at all times.2. Use the bathroom with door cracked.3. No off-campus without a therapist.4. No jewelry.5. No shoes in the house.	<ol style="list-style-type: none">1. No visits or phone calls.

Expectation

On Expectation Phase of Healing, the student and her family learn New Haven's rules, boundaries, structure and other expectations. The student and her family are learning about family and societal expectations and applying them into their daily actions. Locus of control is external in this phase of healing and supportive environmental structure and supervision is needed.

Student Privileges	Family Privileges (if both parents and student have earned the phase)
<ol style="list-style-type: none"> 1. Must be in staff sight at all times. 2. Bathroom door may be closed. 3. May sleep in a room other than the Safety room. 4. May wear approved jewelry. 5. May wear shoes in the house. 6. May have room decorations. 7. May have approved reading material. 	<ol style="list-style-type: none"> 1. 20 minute supervised phone call 2. Visits on campus

Exploration

On Exploration Phase of healing the student is still externally motivated while she and her family begin to explore and rediscover their values. They learn and establishes an attitude of openness to new information about themselves, specifically self-defeating behaviors. The student still manifests the necessity of continual staff direction. She is mostly teachable, open to learn in therapy and school, and is compliant with expectations. The family is able to give feedback in respectful ways and receive it non-defensively, as well as identify and acknowledge treatment issues.

Student Privileges	Family Privileges (if both student and parents have earned the phase)
<ol style="list-style-type: none"> 1. May be alone for 15 min with staff approval. 	<ol style="list-style-type: none"> 1. 30 minute unsupervised phone call each week. 2. Off campus visits, but not overnight.

Insight

During the Insight Phase, internal motivation is more evident. The student and her family are able to verbalize personal insights into what they do and why they do it. They are aware of ego-defense mechanisms and their destructive nature. The student and her family display a willingness to be open and honest, and are working to restore trust. Relationships with others becomes key in learning about self.

Student Privileges	Family Privileges (if both student and parent earned the phase)
<ol style="list-style-type: none"> 1. 10 min supervised friend phone call 2. May be alone for 30 min with staff approval. 3. May participate in private lesson of her choice. 	<ol style="list-style-type: none"> 1. 3 day, 2 night off-campus pass 2. 60 min unsupervised phone call 3. Parent vote for daughter's phase 4. Parents participate in handling concerns and disciplining their daughter.

Integrity

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

Student Privileges	Family Privileges
1. Three 15 minutes supervised calls to approved friends.	1. Untimed family phone call once a week.
2. May be alone for up to 1 hour with staff approval.	2. Extended off-campus passes which involve friends.
3. May go on “fun passes” with any staff.	

Interdependence

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

Student Privileges
1. Student may be unsupervised for a pre-determined amount of time (decided by parents, therapist, and lead supervisor).
2. May be alone for up to 4 hours with staff approval.
3. Student may use the phone whenever she wishes.
4. Student may have her own music, books, and magazines.
5. Student may go on the internet outside of school, but may not use chat rooms, Facebook, or IM.
6. Student must attend community at least once per day.
7. Student may have an allowance (instead of trust account). Amount will be determined by parents, therapist, and Lead Supervisor. Student will complete budgeting skill before receiving her allowance. Because of liability money will still be kept locked up.
8. Student will work with the nurse to take more responsibility for her medication.
9. Student will still attend school and participate in therapy.

HomeWorks© Transition and Aftercare Program

New Haven wants returning home to be as smooth and successful as possible. To help with this, New Haven offers a variety of aftercare services in our HomeWorks© Program. Each family can decide what services will best meet their family’s individual needs.

6.

Consequences

New Haven's consequences are natural and/or logical, and time-limited. They are therapeutically-based and take into account the objectives in your Master Treatment Plan.

Special Status

Academic Special Status

Anytime you receive a letter grade lower than a "C-" in any subject, the teacher may place you on Academic Special status. You will spend all free time and activity time working on school assignments. When you have achieved a grade of "C-" or higher, your teacher will take you off Academic special status and you will regain your usual phase privileges.

Therapy Special Status

If at any time the Primary Therapist determines that you are neglecting individual or family therapy, the Therapist may place you on Therapy Special Status. You will spend free time working on therapy assignments and lose activity privileges. Upon completion of the assignments the Therapist may restore your phase privileges.

Residential Special Status

The Lead Supervisor or a Shift Supervisor may place you on Residential Special Status for inappropriate behavior. Residential Special Status will not last for more than 48 hours.

Shut Down

The Lead Supervisor or a Shift Supervisor may place you on Shut Down for severe non-compliance, or severely inappropriate behavior. Shut down will not last more than 24 hours.

Other Consequences

Writing Assignments

Staff may give you a therapeutic writing assignment of three pages or less.

Communication Block

You may be placed on communication block by staff or your therapist if your communications have been inappropriate. You will not be allowed to talk with other students or a specific student for as long as the therapist or staff feel necessary.

Five-foot Rule

If you lack respect for another's personal space, you may be placed on five-foot rule, where you must maintain a five-foot space between yourself and the other person. Five-foot rule may last as long as your therapist or the staff feel is necessary.

Restraint

New Haven staff are trained in the NCI Method of passive physical restraint, a unique program that teaches physical restraint as a last resort. New Haven staff will only engage in physical passive restraint when you are hurting yourself or others. We do not have isolation rooms, straight jackets, nor do we use 4-point holds.

7.

New Haven School

Mission Statement:

New Haven School is committed to creating an encouraging and challenging learning environment that enables students to become well-rounded, healthy, and productive life long learners.

Beliefs:

- All students can learn.
- The school faculty will provide positive role modeling and supportive assistance to the students' emotional, intellectual, physical, and social needs.
- Each student's strengths and weaknesses must be evaluated to determine any special education needs.
- Each faculty member is committed to continual improvement of skills through participating in teaching observations, setting and achieving educational goals, and attending training in the areas of new educational methods and mental health.
- Student development and achievement will be facilitated by maintaining a progressive and up-to-date curriculum.

Description:

The school program has evolved over the years in order to continually meet the needs of our students. It was founded by Kit Hay in February of 1996 and is accredited through the Utah State Office of Education and the Northwest Association of Schools and Colleges. The goal of the school follows the basic premise of New Haven which is based on love, family, locus of control, self-esteem, and values through which positive change and growth are achieved.

Students attend classes taught on a block schedule which means that each student receives instruction in each of the four core subject areas five times in a two week period, alternating every other day. Students are also able to use one period each day for independent study so they can take foreign languages or other electives and complete homework for core subject classes.

Program:

As each student enters New Haven her academic progress and goals are evaluated. Transcripts are requested and reviewed from previous schools. Deficient credit make-up is given top priority followed by each student's individualized plan for graduation. At New Haven, academic testing is done within the first month of admission which includes the WIAT-II, WISC III, or the WASS.

Students at New Haven are in school for 20 hours a week for their four core academic classes and an additional 5 hours per week for physical education and art.

The curriculum offered to the students is based on the Utah Office of Education's Core Curriculum and is designed to be preparation for collegiate study. For students in both programs, Brigham Young University provides a rich resource for independent study classes which the student may enroll in if scholastically appropriate. Some students choose to supplement their electives by participating in this program, while some older students choose to attend college classes full time.

A student at New Haven that reaches Insight Phase is given the opportunity to take specialized classes offered in the community. The classes coincide with the student's interest.

Should a student choose not to participate to her full potential in school, she will be placed on academic probation which restricts her privileges in leisure activities outside of school hours until the problem is corrected.

Since students attend classes in a traditional school structure, parents should be aware that the student is responsible for making up all missed work while on home visits. Classroom instruction with a teacher is virtually impossible to fully make-up so parents are highly encouraged to consult the school calendar when planning home visits and extend already planned school holidays when possible.

An official transcript will be sent to specified schools following the students' duration at New Haven which will contain grades, credit earned, and attendance.

8. Your Rights

New Haven shall support and protect your fundamental rights, listed below:

1. You have access to treatment regardless of race, sex, age, handicap, or ethnicity
2. New Haven recognizes and respects your personal dignity. New Haven does not tell anyone outside New Haven anything about you

3. New Haven provides you with an individualized treatment plan. New Haven reviews the plan periodically
4. New Haven provides you with the least restrictive environment possible
5. You receive adequate and humane services regardless of the source of your financial support
6. New Haven seeks your opinion when planning your treatment
7. New Haven provides an adequate number of qualified, competent, experienced staff to help you with your treatment plans
8. If a doctor orders you to stay in bed, or to stay inside, New Haven will review the orders every three days
9. Your family and significant others may visit you unless a Primary Therapist says no
10. If you have visitors, they may see you in private unless it is therapeutically unwise
11. You may send and receive mail without restriction unless your parents say otherwise.
12. You may have private telephone conversations with family and friends unless your Primary Therapist indicates otherwise
13. New Haven will explain all restrictions to you and your family
14. You may pay for a consultant to come to New Haven and review your treatment plan
15. New Haven will explain these rights to you in a way that you can understand
16. If you are admitted to New Haven on court order, then New Haven will explain your responsibilities and your guardians' to each of you
17. You have access to religion and education
18. Any work you do at New Haven outside of chores must be voluntary, or New Haven must pay you for it
19. You have a right to assistance from New Haven employees in helping you with any physical pain you might have, which includes: understanding the typical coping responses to pain; questions about using controlled substances; changes in mood; knowledge of pain management techniques; the effect and meaning of pain on you and your family
20. If you turn 18 during your stay and would like to exercise your right to vote, communicate your interest and New Haven will help you with the process.

9.

Commonly Asked Questions

1. When can I expect a phone call from my parents?
Once you have been at New Haven for two weeks and you are no longer on Safety, you will start having a weekly phone call with your parents. The length of the call will depend on what phase you are on. You will call your parents on your designated phone day at your designated phone time.
2. How long will I be here?
You will be here until you have reached all of your Master Treatment Plan goals. In order to officially complete the program, you must earn Interdependence Phase, and complete the Transition Phase.
3. Who makes up my Master Treatment Plan?
You, your Therapist, and your parents. The Treatment Team may add things if they wish.
4. Who is invited to Family Weekend?
Normally on your first Family Weekend, just your parents attend with you. After that, it is up to you, your family, and Therapist as to whether other family members will attend or not.
5. When can I go on pass?
You must be on Exploration Phase to go on a pass. Passes must be for a values assignment, or if you need something (clothes etc.), until you are on Integrity. All passes must be with your Values Coach if at all possible, especially if they are for a Values assignment. Each pass must be approved by your therapist, a nurse, a teacher, and the Lead Supervisor. You must plan passes well in advance.
6. What if I need clothes or other personal items?
Your parents have left us with money in a separate account used for costs such as clothes and medicine. You can request emergency clothing, special hygiene items, or other things you need, however to do this you must fill out a Student Request Form, and have it approved by your therapist and parents. You must turn in request forms at least three days before you actually need the money. New Haven supplies basic hygiene items.
7. When can I call my friends?
It is an Insight Phase privilege to talk to friends. You will be allowed to talk to two friends that have been approved by your parents for ten minutes each.
8. Do we ever get room changes?
The Lead Supervisor will direct room changes every so often. You may request a room change, but that does not mean that the Lead Supervisor will grant your request.
9. When can I get off Safety?
As soon as you complete all the tasks for Expectation Phase you are eligible to get off Safety. However, you must prove that you are safe to yourself and others. You can do this by signing the Safety Contract. When your Therapist and the Lead Supervisor each feel that you are committed to being safe, they will sign your Safety Contract, too. Once you have all three signatures, you have earned your way off Safety.
10. When can I see my Therapist?
Your Therapist will meet with you within your first five days here.