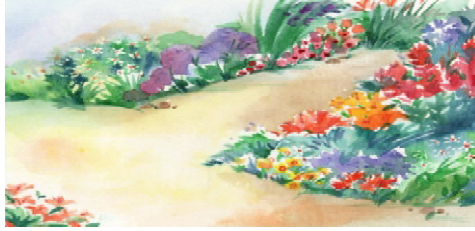


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WELCOME TO THE CROSSROADS CENTER

This “Resident Handbook” is given to all young men admitted to our Center. It is your personal property and you will be allowed to take the handbook with you when you leave the Center. The purpose of this handbook is to help you understand the program and what you are expected to do while you are here. Everyone seems to do better when they know what is expected.

WHAT IS THE PURPOSE OF A PRIMARY TREATMENT CENTER?

Crossroads is classified by the State of Tennessee as a Primary Treatment Center. The purposes of a Primary Treatment Center are to:

1. Provide a safe, healthy, therapeutic environment for you while your needs are being assessed (evaluated);
2. Assist your family in adjusting to the circumstances, and involve your family in the treatment process;
3. Schedule and provide transportation for you to physical, dental, or other medical services;
4. Coordinate and facilitate (set in motion) initial services;
5. Conduct a thorough assessment of your history, status, and needs;
6. Provide educational services according to your needs;
7. Begin your treatment process;
8. Provide information to help your DCS Family Services Worker formulate a Permanency Plan for you, including information that will help determine where you will be placed after you leave Crossroads PTC.

Crossroads Primary Treatment Center is licensed by the State of Tennessee Department of Children’s Services and is accredited by the Council on Accreditation. All residents are referred by DCS and services meet or exceed all DCS requirements.

You are in this Primary Treatment Center (PTC) to receive evaluations requested by your Family Services Worker. After the evaluations are completed, a Child and Family Team Meeting will be held. The purpose of the meeting is to decide your future placement. You are allowed and encouraged to attend and your Family Services Worker will be present. You will remain in the PTC until your placement bed becomes available. We cannot predict how long you will be here. The average length of stay is 30 days, but many residents stay longer.

“TREATMENT PHILOSOPHY”

The treatment philosophy at Crossroads Primary Treatment Center is that a successful program increases the number of youth who permanently exit the State custody system. From the time a resident is admitted, we stress the importance of not only completing a program, but of ***making changes that will lead to success when you return to community living.*** The types of treatment we use are called “behavior therapy”, “cognitive-behavioral therapy”, and “Reality Therapy”. In addition to the DCS-required and necessary assessments and treatment, you will also receive behavioral interventions that are meant to help you function more productively within the Crossroads Primary Treatment Center program and in preparation for placement.

CONFIDENTIALITY



Crossroads Primary Treatment Center practices confidentiality (privacy) of resident information in its record keeping, release of records, electronic communication, and verbal communication. The Center works to protect our resident’s right to confidentiality by seeking consent for release of information when required, and/or informing the resident and/or parent when information is released. The only exception to this would be information that indicates that a resident or another individual is in danger, for example if any person were suicidal, homicidal, or being abused. In any of these situations, the information would be reported as necessary to assure safety of all individuals.

While here at Crossroads, you will meet many people and hear conversations with other residents about their problems and past experiences. In order to provide protection for you and others, we require that no information you hear be discussed outside the Center. If such information should be discussed and the residents’ confidentiality be breached, the laws governing confidentiality provide punishment.

“WHAT YOU HEAR HERE, WHAT YOU SEE HERE, LET IT STAY HERE.”

NON-DISCRIMINATION POLICY

Crossroads Primary Treatment Center does not discriminate in the delivery of services to residents based on race, color, national origin, religion, age, or handicap.

YOUR PROGRESS IS IMPORTANT

It is important that you cooperate with our staff members. Many of our residents have made significant progress during their stay at the Center. Based on this progress, some of them have been staffed for a less restrictive program and a few have been allowed to go home. Other youth have made better progress in their future placements because they began working on their problems while at the Center. **THIS IS NOT “DEAD TIME” FOR RESIDENTS.**

Unfortunately, some young men choose to work very little while in the program. **“DO NOTHING, GET NOTHING.”** A few residents have committed offenses while in the program. This usually results in staying in custody longer, being re-staffed for more strict programs, and having to stay at the Primary Treatment Center for a longer period of time. *We will do all we can to promote your progress, but we cannot make progress for you.* How much progress you make is up to you. As you read through the sections on the Level System, passes, visitation, and telephone calls, etc., keep in mind that the privileges you have here are the ones you earn.

“WHAT IS EXPECTED OF ME?”



You are expected to learn and practice program rules, to follow requests and directions of the staff, and to display a positive attitude. On the following pages, you will find information, guidelines, and rules. Read these carefully so that you will understand what is expected and required. Cooperation and commitment will result in privileges. Disruptive behavior or failure to comply with guidelines and rules will result in loss of privileges. We believe that each of you has the ability to know right from wrong. If you choose the action you know is right, you will probably be following the rules. If you aren't sure about a behavioral decision, remember the old saying, “When in doubt – don't.”

Everyone enters Crossroads Center on a “restricted” status called ***Unit Orientation (U.O.)*** for a minimum of **48 hours**. During Unit Orientation, a clothing and property inventory will be conducted. It will include clothing, jewelry, money, and other items. Each resident will be allowed to keep up to seven outfits, and the remainder will be placed in storage. Residents on Unit Orientation get their shoes back when assignments have been completed and Level One scores have been obtained (see the section on the Level System).

INFORMATION AND GUIDELINES



MEALS

Wayne Half-Way House/Crossroads PTC provides nutritionally balanced meals and snacks for all residents. If a resident has a medically documented food allergy or medically necessary food requirements (for example, if a resident is diabetic), appropriate food will be provided for him. All food must be consumed in the dining area at meal or snack times. ***FOOD IS NOT PERMITTED IN RESIDENTS' ROOMS.*** The dining and recreational area must be cleaned after each use.



RECREATION

A healthy lifestyle includes appropriate recreational activities. Activities are planned and supervised. A schedule is posted indicating the time for these activities. Rooms must be clean and beds made before residents go outside for recreation. During recreation, residents will remain in the recreation area.



SCHOOL

School attendance begins at admission. Residents are responsible for all classroom assignments. You are expected to follow instructions in class. **STAY ON TASK!** Each assignment should be given your full attention. If you finish the assignment early, ask permission to work on something else. Residents on restriction are responsible for keeping up their assignments. ***Any inappropriate behavior in the classroom or on educational field trips will result in loss of privileges.*** Residents are not to be on or in the teacher's desk. Residents are not to be in the classrooms unsupervised. Books and magazines kept in the resident's room must have prior approval by teacher and staff. We encourage you to have these materials and we encourage you to read!



ALLOWANCE

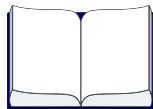
Each resident of Crossroads PTC will receive an allowance of \$1.00 per day. This allowance will be issued for your use **ONLY** outside the program or as part of Level System rewards (when purchases may be made by or for you in the community or from the vending machine, as specified in the Level System instructions). You may take any accumulated allowance money with you when you go on pass, up to \$15.00 per pass. You will receive any and all remaining balance from your allowance when you leave the program.



QUIET TIME

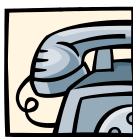
Quiet Time includes the time between class sessions, between therapeutic groups or other activities, hygiene time, and any time that residents are required to be in their rooms. The following standards are to be followed:

1. Residents must be in their assigned rooms.
2. Residents must get any material they might need prior to going to their room.
3. Residents are to remain in their room with their door shut, unless requested out by staff, during a safety drill, or in a true emergency.
4. Residents are required to ask for permission by knocking and waiting for staff to respond. Residents who come to their door for trivial matters will be subject to loss of points.
5. Residents who continue to violate the rules will be subject to additional consequences, including (but not limited to) 10 minutes of additional quiet time, assignments that must be completed during activity time, or even loss of activity time for one day.



RELIGIOUS SERVICES

All residents have the right to practice the religion of their choice. Residents are allowed visits from representatives of their faith. At times residents will be allowed to go with volunteers into the community for religious services if approved by your parent or guardian, your Family Services Worker, your Counselor, and the Program Director.



TELEPHONE CALLS

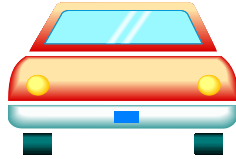
You have the right to private telephone calls to your family. You have the right to one 5-minute phone call to a family member upon admission and two 5-minute phone calls per month (see DCS Policy 26.4). Phone calls beyond two 5-minute calls per month are a privilege earned by the resident. The number of calls you may make depends on your progress in the Level System, as listed below:

1. One 10-minute phone call to the resident's parent or guardian is provided upon completion of the admission process.
2. While the resident is on Level I of the Level System, he may make one 5-minute call per week on either Tuesday or Thursday at the scheduled times.
3. While the resident is on Level II of the Level System, he may make two 10-minute phone calls per week on Tuesday or Thursday at the scheduled times.
4. While the resident is on Level III of the Level System, he may make three 15-minute phone calls per week on Monday, Wednesday, or Friday at the scheduled times.

Each resident has an ***"Approved Contact Sheet."*** Your Family Services Worker must give approval for each person on your Approved Contact Sheet. Calls can **ONLY** be made to or received from those individuals. If no one is written on the contact sheet, the resident **CANNOT** make a phone call.

Phone calls can only be made during the time provided in the daily schedule. Phone calls will not be made or received during the daytime or while a resident is on Restriction unless approved by Administration. If you make one phone call at night, you are not allowed to make another on the same night, even though you may have used only part of your allotted time. A resident may write a letter to his Family Services Worker at any time. If you wish, the letter will be sent via facsimile (fax) transmission within 24 hours. Residents can place no other phone calls, except in an emergency. If a resident feels another call is urgent or necessary, he must speak with his counselor or the PTC Director. This may only be done at the regularly scheduled counseling time or through the use of a Counselor Request Form, or by reporting the situation as an emergency. Incoming and collect calls are prohibited except in an emergency. ***In case of an immediate emergency, tell the staff member at the front desk what the emergency is so they can make sure you and everyone else is safe!***

NOTE: If we receive a call about a resident by someone who is not on that resident's contact sheet, due to confidentiality, we must reply that we know nothing about the individual.



PASSES

1. All passes must be approved by your DCS Family Services Worker, including 2-hour passes.
2. All pass requests must be turned in by Wednesday morning the week before the pass will occur **(10 days in advance)**.
3. No passes will be granted unless you are on Level 2 or better, including a day pass.
4. Weekend passes will be from **Friday after 12 (noon)**, returning **Sunday evening by 6:00 PM**. Any requests for exceptions must be received in writing from your family explaining why they need different times, with the request submitted by the same deadline as your pass request. No passes may be extended through Monday unless prior approval is obtained through DCS.
5. If you want to take money with you on your pass, you must submit a money request when you submit your pass.
6. If a resident's Level is lowered after the Center has approved the pass, the pass may be denied.
7. The resident is to be made aware of any special instructions of the custodial department (DCS) prior to going on pass. If it is established that the resident violated any of these instructions, it will be grounds for denial of any or all passes in the future.
8. The person listed under the "Custodial Approval" section of the "Pass Request" will provide the transportation. An exception will only be made if no information is listed in this section. Under these circumstances, the resident will be allowed to leave with the person/persons listed in the request section. Any other exceptions will be made through administration with approval from the custodial caseworker.
9. The staff on duty at the time of the resident's departure will be responsible for following the process outlined in the "Pass Request" form and the "Resident Checkout Record."
10. If a resident engages in negative behavior upon return from a pass, this may serve as grounds for denial of passes in the future.
11. The Center will recommend to all Family Services Workers that the first pass be limited to four hours in length and take place only in Wayne County.
12. If a resident fails to return to the Center **by the time specified in the pass**, or if a family member reports that the resident has run away, a Serious Incident Report will be made, with all appropriate parties (including your DCS Family Services Worker) notified immediately.
13. All residents returning from pass are subject to "drug screening." Any resident failing a drug screen will have home passes suspended for 30 days or at the discretion of their DCS Family Services Worker.



RESIDENT MAIL

There is no limit to the number of letters a resident may receive, however residents can only mail letters to and receive mail from persons on their ***Approved Contact List***. All mail will be distributed by staff within 24 hours of delivery. Writing materials are given out as needed. Postage stamps are furnished for up to three letters per week. Additional postage will be at the resident's expense, unless the Security Supervisor approves more stamps. Mail is picked up every day except Sundays and Holidays. Incoming mail is opened *by the resident* in the presence of a staff member and examined for the presence of money or contraband. The Security Supervisor may be required to read mail if there is justifiable evidence relating to the safety or security of the facility, residents, staff, or others. Residents are not allowed to receive food through the mail. ***Residents cannot write to nor receive mail from another juvenile facility.*** Residents who abuse the privilege of corresponding (writing threatening, abusive, obscene letters, planning crimes, etc.) shall be subject to disciplinary and/or legal action.

Letters to attorneys, court, or other legal agencies will be in addition to the three letters per week limitation on postage. Outgoing mail to attorneys, courts, administrators of the Department of Children's Services and grievance committee members will not be opened or inspected.

Items received at the Center in violation of this subsection shall be returned to the sender. See the Rules and Expectations section for impermissible reading and viewing material.



SEARCHES

STAFF OF THE FACILITY MAY CONDUCT ROOM SEARCHES AT ANY TIME.

Suspected drugs/alcohol or other contraband will result in residents and belongings being searched. Consequences for the possession of illegal substances or dangerous objects may include a legal petition being filed in juvenile court.

RULES AND EXPECTATIONS

Each resident of Crossroads Primary Treatment Center is expected to abide by the rules of the facility. These rules serve the following purposes: To ensure the safety and security of the facility, its residents, and staff; to provide for promptness of scheduled activities; to teach and practice positive habits; and most of all to enable each resident to attain his program goals. Following the rules will lead to rewards in the Level System and toward successful completion of the program. Failure to follow facility rules may result in disciplinary action or termination from the program.

PROHIBITED ACTIONS

- Assault (both physical and verbal)
- Pushing, shoving, yelling, arguing, fighting, throwing of objects
- Horseplay (No physical contact with staff or other residents is allowed!)
- Physical, verbal, or other threats of violence toward self, other residents, staff, outside people, or family
- Escape or attempted escape (any resident who is out of area may be classified as on “escape” status)
- Burglary
- Theft
- Arson
- Conspiracy, extortion, racketeering
- Damaging property
- Forgery
- Gambling
- Use of any alcohol, drugs, inhalants, prescription or over-the-counter medication not received through approved medication administration
- Profanity
- Lending, borrowing, or purchasing from staff or other residents
- Racial or sexual slurs toward staff or other residents
- Opening of facility doors. (Do not open doors unless told by staff to do so!)
- Entering staff offices or the YSO office without permission and supervision
- Residents must not tamper with Fire and Safety equipment. This includes sprinklers, fire alarms, and smoke detectors. You must NOT touch or allow any object to come in contact with the sprinkler heads.
- **Residents are NOT allowed in another resident’s room. Violation of this rule will result in a major write-up.**
- Harassment of anyone at any time
- Bullying
- Human trafficking
- Leaving the group without staff permission

PROHIBITED POSSESSIONS

Any illegal item(s) that may present as a hazard to self or others is considered to be contraband. Possession of contraband will be addressed through the use of unit restriction, room restriction, and/or legal charges.

- Alcohol, drugs, inhalants, over-the counter or prescription medication not received through approved medication administration
- Tobacco (Residents are not allowed to smoke or bring cigarettes or other tobacco into the facility at any time or to receive them during visitation).
- Lighters
- Any type of weapon
- Keys
- Cell phones
- Credit cards
- Pornography, sex magazines, nude pictures, sex novels, explicit materials, or similar items
- Any magazines, books, or other materials containing disruptive behavior (the use of alcohol, drugs, gangs, racism, etc.)
- Any articles of clothing with vulgar or offensive writing, satanic and gang messages, or other inappropriate writing or pictures as determined by staff on duty. These will be taken up and placed in storage until you go on your next pass, at which time you will be expected to ask for it and take it home. If you bring it back to the facility, it may be permanently confiscated.
- No money is allowed to be in the possession of any resident while he is on the premises of Wayne Half-Way House/Crossroads PTC, except when using the vending machines. Residents will have access to the vending machines only as permitted by their status within the Level System
- Residents leaving for and arriving back from pass, work, etc., will not be allowed to bring anything into or out of the facility except property such as thermoses and lunch boxes loaned by the facility for work and personal clothing for passes.
- Residents are not allowed to bring into this facility after visitation any food or edible products such as candy, gum, etc.

PERSONAL RESPONSIBILITY

- Residents are expected to treat staff with respect. This is necessary for orderly management of the program and so that the resident has the opportunity to demonstrate the type of behavior that they will demonstrate when they return to community living. This means that residents will address staff by Mr., Mrs., or Miss, yes sir, no sir, yes ma'am, no ma'am, etc. Any directions given by a teacher or a staff member must be followed promptly and respectfully, without talking back. If a resident has a question about the instruction given, he must ask

- politely. If a resident feels that a staff member is wrong, follow proper grievance procedures. During school or groups, residents must ask for permission to get out of their seat. Only one person may talk at a time.
- **RESIST JOINING PEERS IN NEGATIVE BEHAVIOR.** Think about consequences. Appropriate language is expected at all times. No inappropriate language/gestures.
 - **FOLLOW THE DAILY SCHEDULE.** The daily schedule is posted in activity areas. There is also a copy attached to this handbook.
 - All residents are expected to ***attend scheduled activities on time***. That means that it is your responsibility as resident to learn to depend on yourself to be on time. Although staff will knock on your door to inform you of major activities such as school classes or mealtimes, the responsibility is ultimately yours to be aware of the time and to be in the appropriate location at the appointed time.
 - Residents are assigned a regular counseling time. It is your responsibility to show up at the appointed time. If you need to see your counselor for an additional session, or if you need to speak with another staff member such as the Program Director, you must fill out a “Counselor Request Form” and turn it in at the front desk. **In the event of an emergency, please notify the person on duty at the front desk that the situation IS an emergency** and you will be seen immediately. Questions about pass approval; discharge dates; room changes; etc. are not normally considered emergencies, unless yours or someone else’s safety is in question.
 - All residents are expected to maintain a strict level of confidence pertaining to treatment issues. Nothing is to be discussed about you by another resident or staff outside of Crossroads Primary Treatment Center, except to your Family Services Worker or by court order or subpoena when appropriate.
 - Residents are expected to treat the facility with respect. This means picking up after yourself, no feet on the walls, no graffiti, etc. Intentional damage to the facility is likely to result in charges being filed.
 - All televisions must be played at an acceptable volume. This will be determined by staff on duty
 - Each resident will be assigned a chore on a rotating basis. Every resident is expected to do his chore. The staff will check all chores and if your chore is not done or done well, it will result in extra duty. Continued failure to complete assigned chores will result in write-ups and negative reports of chore participation to your Family Services Worker.

HYGIENE AND GROOMING

- Residents must exhibit good hygiene --- (brush teeth, use deodorant, clean/comb hair, bathe daily, clean nails). Beards must be kept neatly trimmed. Individual problems with hygiene/grooming may be handled by contractual agreement.
- Residents are required to dress neatly with clean clothing. The proper dress is pants, shirt, socks, and shoes. Clothing with pictures, words, or symbols related to drugs, sex, alcohol, satanic, or gangs is NOT permitted. **RESIDENTS MUST WEAR BELTS AT ALL TIMES IF THEIR PANTS HAVE BELT LOOPS, AND**

THE WAISTBAND OF THE PANTS MUST BE KEPT ABOVE THE HIP BONE. If clothing is inappropriate, you will be required to change into more appropriate attire. If you do not have appropriate clothing, you will be provided with a set of clothing. Residents are NOT allowed to wear bandanas, hats, etc. indoors. Caps or hats may only be worn outdoors (NO bandanas). ONLY during recreation or in your room can you wear shorts, sweat pants, muscle shirts, sandals, etc. Shoes are to be worn in common areas at all times, unless told otherwise by staff. Boots or lace-up work type shoes are never allowed in the Center.

- Each resident has an assigned laundry day. All residents are required to do their laundry on that day. The resident is responsible for getting clothes done in a timely manner. Saturday and Sunday will be on a first-come basis. A laundry schedule is posted. Exceptions to the schedule are based on need. All clean clothes must at all times be hung in your locker or neatly folded on the shelf when not in use. Dirty clothes must be placed in laundry baskets. Shoes must be put away when not in use.
- Residents are responsible for keeping the facility neat and clean. All residents are expected to do their share of cleaning. Residents are responsible for cleaning the eating area after each meal
- **Residents are responsible for the cleanliness of their rooms and the unit as a whole.** Rooms may be inspected before school, after lunch, after quiet time and at other times when staff think it is necessary. It is your responsibility to avoid clutter and put away items that are not in use. Rooms must be cleaned before you leave for school or activities. You will lose points any time your room is found to be dirty. Your bed must be made neatly, hygiene items are to be in the hygiene baskets, all trash must be in the trash cans, dirty washcloths, towels, and linens must be in your clothes basket, the shower must be wiped down, floors are to be clean and dry. Always turn lights out if you are the last one to exit your room.
NOTE: You may hang ONLY approved pictures inside your locker, using approved materials to hang them. No pictures or other items may be hung on your wall.

HEALTH AND SAFETY

- Routine medical services will be obtained through your assigned Primary Care Physician (PCP) with TennCare. Permission for routine medical care must be pre-approved by your Family Services Worker and pre-certified by the resident's insurance company. Emergency cases will be seen at Wayne Medical Center and prompt notification to your parent or guardian and Family Services Worker will follow.
- All residents on prescription medication will take the medication under staff supervision. All medications will be locked up in the medication area. Residents are not to approach the door to the medication room when medications are being given unless requested by a staff member to do so. A resident has the right to refuse any medication without disciplinary consequences, however in certain circumstances, your doctor and Family Services Worker will be notified and, if

medically necessary, action may be taken to protect your health and safety. Any resident refusing medication will initial the medication form and staff will witness along with a brief explanation for the refusal. If a resident “cheeks” or otherwise hides a pill, this will be disciplined as possession of contraband and will result in automatic unit restriction.

- When attending a medical or other appointment, residents will stay inside the waiting area of the office both before and after the appointment. Residents will show respect and courtesy and will obey all laws at all times while in the community. If a problem arises, contact Crossroads PTC immediately.
- **SICK CALL:** If a resident becomes sick he may sign up on sick call at the Y.S.O. desk. While on sick call, a resident must remain in his room except for meals or medication. In order to be absent from school due to sickness, residents must have permission from the teacher or someone from the medical profession. If a resident’s health is bad enough, he will be taken to the emergency room, or the doctor’s office if available. All prescriptions will be taken to the pharmacy to be filled the day the resident receives them and will be issued as prescribed out of the Y.S.O. office. No medication will be allowed in your room.
- **EMERGENCIES:** Posted throughout the building are directions to the location of exits, fire extinguishers, and first aid supplies. The staff will conduct fire drills to ensure that all residents know which direction to proceed in case of an actual fire. In case of a tornado, all residents are to go to and stay in the hallway by the classrooms. We will have tornado drills so that you will know what to do in case of a tornado warning. Crossroads PTC/Wayne Half-Way House has employees on every shift who are certified in C.P.R. and first aid.
- Crossroads PTC/Wayne Half-Way House, Inc. has policies and procedures for other types of emergencies as well, and employees are trained in how to handle emergencies. In case of an emergency, follow the instructions of the staff member in charge. If you are concerned about emergency preparedness, please speak with your counselor, who will go over procedures with you. Emergency preparedness may also be a topic for group counseling sessions.
- **EMERGENCY EVACUATION PROCEDURES:** In the event of any emergency that requires evacuation, emergency evacuation procedures will be explained to each resident by a staff member, but please try to remember the following rules:
 1. Always listen for and follow the instructions of the supervising staff during any type of emergency.
 2. Read and recognize where the posted maps are located for exiting from the building from your sleep area, classroom, and group room.
 3. Recognize where the red EXIT lights are located.
 4. Never run, push, or shove when exiting the building.
 5. Once you leave the building, ***do not come back inside for anything***. Stand away from the building with your assigned group.
 6. Take all emergency drills seriously. These drills will occur at different times of the day and night. You will probably not be told prior to the practice drill. All residents must participate in all drills that occur while they are on the premises.

- **VEHICLE RULES:**

1. The driver will decide seating arrangements prior to boarding, and that decision is not to be contested.
2. No eating/drinking allowed in vehicles.
3. All residents are to remain seated until the vehicle comes to a complete stop.
4. The vehicle will not be moved if seat belts are not worn. **Wear seat belt at all times.**
5. No shouting, spitting, or throwing trash on the floor.
6. Do not rock the car.
7. Follow driver's instructions at all times.
8. Residents who violate vehicle rules may lose their field trip privileges indefinitely.

THE FOLLOWING FACTORS WILL BE TAKEN INTO CONSIDERATION (BY STAFF) WHEN IMPOSING CONSEQUENCES OF BEHAVIOR/RULE VIOLATION:

- Severity of violation
- Attempted interventions
- Degree of cooperation
- Treatment history
- Repetition of violation
- Resident's attitude about violation
- Circumstances of violation
- Threat of harm to self or others

CONSEQUENCES MAY INCLUDE:

- Verbal intervention
- Therapeutic verbal confrontation by staff and/or peers
- Temporary separation from the group: TIME OUT
- Going to bed early
- Loss of Level
- Assigned special project/cleaning duty
- Loss of personal items if used inappropriately
- Loss of special activity privileges, loss of certain telephone privileges
- Physical restraint
- Restricted status

CROSSROADS PRIMARY TREATMENT CENTER DOES NOT USE CHEMICAL OR MECHANICAL RESTRAINTS OR CORPORAL (PHYSICAL) PUNISHMENT WITH YOUTH ENROLLED IN THIS PROGRAM. YOUTH WILL, HOWEVER, HAVE NEGATIVE CONSEQUENCES FOR NEGATIVE BEHAVIOR.



THE LEVEL SYSTEM

The Level System is a means of rewarding residents for their positive efforts. (The Wayne Half-Way House program has a similar “Phase System”). Rewards are granted according to Level and include more frequent passes, additional phone time, special outings or activities, use of certain recreational equipment, and other privileges. ***We want residents to perform well and to receive the rewards of the Level System.***

Any resident who completes 48 hours of Unit Orientation or 24 hours of Unit Restriction and scores 65 points will be eligible for Level One. A resident must maintain Level One and score 75 points for three (3) consecutive days to be eligible for Level Two. A resident must maintain Level Two and score 90 points for three consecutive days to be eligible for Level Three. There will be no Level advancements on Saturday, except from UO/UR to Level One. Levels may be reduced if a resident does not earn the points required to maintain the Level they are on.

A. AUTOMATIC LOSS OF LEVEL

Automatic Level reduction including Unit Restriction may be imposed for negative behavior. In the even of an automatic Level reduction, all Level points for the day will be taken away. The resident will remain on the reduced Level until time and Level point requirements are met.

Automatic loss of Level may occur in any of the following situations:

1. Any inappropriate language (vulgar language is never tolerated).
2. Entering another resident's room without staff permission.
3. Any minor property damage (Major property damage will result in Automatic Room Restriction and notification to the Department of Children's Services).
4. Any form of “gang related” drawings or writing found on/in the resident's possession.
5. Any food found stored in residents' room, or if a resident is found eating or drinking in their room will result in a Level drop.
6. Any resident caught loaning/borrowing items of clothing from a peer. The clothes will be taken up for at least a week. If any resident wishes to ***give*** clothes to another resident, they **MUST** submit in writing a request to their DCS worker to do so. **NO EXCEPTIONS WILL BE MADE.**
7. There is to be **no resident possessing chewing gum** on this unit.
8. **No sagging.** No resident will be allowed to wear his clothes in a “sagging style.” Staff determines whether or not the resident is doing so.

THREE STRIKE RULE: LEVEL LOSS

The Three Strike Rule means that if you are told three times to comply with any staff member's request and fail to comply by the third request, the results will be an **AUTOMATIC LEVEL REDUCTION**.

NOTE: If any resident fails to address a staff member as Mr., Mrs., Miss, or Ms., for each time they fail to do so, one point will be deducted from his daily score. If the disrespect continues, the resident will be given a warning that from that point, the Three Strike Rule applies.

B. AUTOMATIC UNIT RESTRICTION

Automatic Unit Restriction will include **two hours of room restriction**. Automatic Unit Restriction is reserved for more severe offenses. Automatic Unit Restriction will be mandatory for the following:

1. Any form of violent behavior, threatening comments toward peers or staff.
2. Theft of property, either peers' or the facility's.
3. Any major property damage.
4. Elopement (runaway) attempt.
5. Possession of contraband.
6. Disruptive behavior in a group setting that ends with removal or dismissal from the group setting.
7. Automatic Unit Restriction may apply to the repeated or prolonged refusal to follow rules, routines, or staff members' requests.

C. TEAM REVIEW STATUS

Team Review Status (TR) will be reserved for severe and/or consistent behavioral problems. Team Review will be a last resort after all other consequence options have failed. Supervisors will make the final decision on placing a resident on TR and must place their signature on the appropriate form. Residents can only be placed on TR after one of the following:

1. A resident is on Unit Restriction and continues to exhibit the same behavior.
2. Assault and/or aggressive behavior.
3. Elopement or attempted elopement.
4. After any physical restraint.

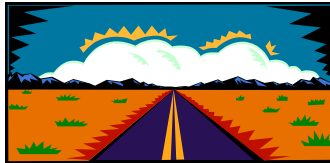
The supervisor placing the resident on Team Review Status will fill out a Team Review Status form. He or she must review and sign off for the resident to be taken off of TR. For a resident to be taken off of TR, that resident must earn at least 75 points on their daily points sheet for three consecutive days. If possible, the supervisor that placed the resident on Team Review must be present or submit his/her recommendations to the

team. The resident on Team Review must make a request for a Team Review meeting by filling out the appropriate form.

NOTE: Any elopement (runaway) attempt will result in the above, plus shoes will be taken for a period of time to be determined by circumstances of the runaway, Level status, current and past behavior, and risk.

Remember, we *want* residents to perform well and achieve the rewards of the Level System!

GOOD LUCK!!!



BEHAVIOR PROGRAM

A primary assumption of Crossroads PTC is that residents will not pose major behavioral problems, especially in the areas daily living, educational pursuits, and counseling. If a resident does pose a problem, the program has disciplinary procedures that are followed. These guidelines are included in this document and in the rule lists. It is also expected that residents will use common sense and courtesy in making decisions about their behavior.

The rules of Crossroads Primary Treatment Center are for the safety and security of both residents and staff. If certain rules are broken, a Disciplinary Report will be issued. Disciplinary Reports are commonly called “write-ups,” and are divided into two categories: Minor Violations and Major Violations. Write-ups will slow down your progress in moving through the Level System.

Each resident will receive points in the Level System. You will receive points on your attitude, behavior, cooperation, personal goals, and environment. Not getting enough points can cause loss of home pass or other consequences. All areas of behavior and progress are recorded in numerous logbooks and progress reports. Your behavior, whether positive or negative, will be reported to your Family Services Worker, and your committing judge. ***This program is very thorough and honest in reporting behaviors, both positive and negative. Your progress will have a definite impact on your future placement and possibly on the date of your release from DCS custody.***

BEHAVIOR SUPPORT AND MANAGEMENT

Crossroads Primary Treatment Center provides all parents/guardians and our residents a description of our procedures for helping residents practice behaviors that will help each resident make better behavioral decisions when he leaves this program. We use methods that maintain a safe, nurturing, and therapeutic environment; protect the rights of all residents; respect the ethnic, religious, and identified treatment parameters for each individual child in care; and are in compliance with DCS licensing rules and applicable state/federal statutes, as well as best practice standards.

If you have any questions after reading this, if you do not understand any of the terms, or if you need a language interpreter, please talk to your counselor.

GOALS AND INTENT OF THE BEHAVIOR MANAGEMENT POLICY:

1. **We use behavior management techniques that focus on preventing negative behaviors. We always first use positive means of discipline, since they are more likely to help the resident learn to manage his own behaviors.**
2. Negative consequences for behaviors are used only if prevention methods do not change the behavior.
3. Crossroads Primary Treatment Center works to reduce or eliminate the use of physical restraint. (Physical restraint is defined by the Department of Children's Services as "the involuntary immobilization of an individual without the use of mechanical devices"). Crossroads Primary Treatment Center forbids the use by its employees of mechanical restraints, chemical restraints, locked seclusion, and forced isolation.
4. If Crossroads Primary Treatment Center and/or DCS staff determine that a resident cannot be managed with authorized behavior management techniques and the behavior of the resident presents serious risk of injury to the resident, other residents enrolled in the program, and/or the staff, DCS staff will be contacted, and their assistance will be requested.

APPROVED METHODS OF DISCIPLINE AND BEHAVIOR MANAGEMENT:

1. Positive techniques for behavior management, include, but are not limited to positive reinforcement, modeling, positive practice, verbal interventions, de-escalation techniques, and therapeutic activities.
2. Residents will participate in the Level System of the program, which provides not only consequences for negative behaviors, but also rewards for positive behaviors and behavior patterns.
3. Residents will receive disciplinary reports for major infractions.

PROHIBITED DISCIPLINARY PRACTICES:

Crossroads Primary Treatment Center prohibits the use of any activities that infringe on the civil rights of residents. No residents will be subject to disciplinary action for any of the following behaviors:

1. Refusing to attend any form of religious service
2. Refusing to consume any particular type of food or drink
3. Refusing to take medication or accept medical care (In case of an emergency in which the health care procedure is deemed to be necessary or essential to preserve the life or health of the resident, emergency procedures will take place exclusive of any type of disciplinary action).
4. Any behavior which is identified by a licensed physician to be a medical problem over which the resident has no control

The following forms of discipline are prohibited and are never to be used by Crossroads Primary Treatment Center staff:

- Any punishment of a physical nature, such as shaking, striking, spanking, or physical abuse
- Any punishment that would constitute emotional or verbal abuse, such as humiliation, ridicule, name-calling, cursing or degrading remarks regarding the child or his family
- The use of demeaning, shaming, or degrading language or activities
- Punishment administered by one child or group of children to another child
- Punishment that consists of making a child complete physical exercises (particularly of a military nature), such as running laps, doing repetitive sets of sit-ups, etc.
- The denial of meals, snacks, hydration, sleep, exercise and other daily needs
- Unwarranted use of invasive procedures or activities as a disciplinary action
- The use of restrictive behavior management interventions (physical restraint or any other type of restrictive behavior management interventions) by residents, peers, or any person other than trained, qualified staff
- Excessive or inappropriate use of restrictive behavior management interventions as, for example, a form of discipline or compliance for the convenience of staff
- Use of restrictive behavior management interventions in response to property damage that does not involve imminent danger to self or others
- The denial of visits, telephone calls, or mail contacts with family
- Denial of treatment and appropriate programming
- Denial of educational services
- Denial of an opportunity to attend religious services and/or religious counseling
- Punitive work assignments
- Assignment of excessive work or work that is age and developmentally inappropriate
- Punishment as a group based on one individual's behavior

- Use of psychotropic medication for the purpose of chemical restraint and behavioral control
- Any type of chemical restraint
- Any form of discipline that is out of proportion to the particular inappropriate behavior
- Any discipline that is initiated more than 24 hours after provider agency staff learn of the inappropriate behavior
- Painful or aversive stimuli
- Cruel and unusual punishment of any kind
- Any intervention designed to inflict psychological or physical pain
- Seclusion as a punishment, consequence or sanction is not allowed.

PHYSICAL RESTRAINT:

Crossroads Primary Treatment Center is committed to preventing, reducing, and striving to eliminate the use of physical restraint. We do everything that we can to avoid using physical restraint, and only use it as a last resort to protect the safety of the acting-out resident or others. We monitor the use of restraint as part of organizational performance improvement activities.

Our staff members are trained to first try to prevent the need for a physical restraint. If prevention does not work, the staff members are trained how to perform a restraint in a safe manner. **Physical restraint is a last resort to be used only in an emergency situation in which a resident presents a danger to himself or others, and after all lesser behavior techniques have failed to eliminate that danger.** The resident will be released from restraint at the earliest possible time that he no longer poses a threat to harming himself or others.

We hope that you will never need to be physically restrained while you are in our program. You can make the decision now to never behave in a way that will lead to physical restraint. However, if such an incident does occur, we will call your parent/guardian that same day as soon as the situation is under control. We will also notify your Family Services Worker and the Department of Children's Services.

CROSSROADS PTC DAILY SCHEDULE
(Monday thru Friday)
SCHOOL STUDENTS

6:00 AM	Wake-up call
6:45 AM	Breakfast
8:30- 8:45 AM	Break time in COMMON AREA (residents may return to rooms)
8:45 -10:00 AM	MATH CLASS
10:00 - 10:30 AM	Structured Activity Period (Outdoor recreation or group activity)
10:30 – 11:45 AM	SCIENCE / SOCIAL STUDIES
11:45 AM – 12:45 PM	Lunch
12:45-2:00 PM	ENGLISH / READING
2:00 PM	Snack Time
2:00 – 2:30 PM	A&D Group
4:30 – 4:45 PM	QUIET TIME
4:45 – 5:15 PM	Supper
(5:15 – 6:00 PM	<i>Semi-monthly A&D large group didactic counseling for ALL residents)</i>
5:15 – 6:00 PM	Independent Living Activities (includes chores, room cleaning, ILS instruction)
6:00 -7:30	Recreation, Free Time, Study Time
7:30 PM	Linen and Personal Hygiene Supplies Call
7:45 PM	Snack Time
8:00 – 9:00	Free Time, TV and games in Commons Area
9:00 PM	All residents in rooms, prepare for bed
10:00 PM	Lights out

Additional activities will occur as scheduled. These include:

Individual, Group, Family, or A&D Counseling Sessions
 Staffings
 Voluntary Bible Study
 Movies in rooms
 Medical, dental, or other appointments
 Employment

CROSSROADS PTC DAILY SCHEDULE
(Monday thru Friday)
(GED STUDENT or HIGH SCHOOL GRADUATE)

6:00 AM	Wake-up call
6:45 AM	Breakfast
7:15 – 8:15 AM	Independent study
8:15 - 8:45 AM	Indoor recreation/Free Time in Common Area
8:45 – 10:30 AM	INDEPENDENT LIVING SKILLS DAY GROUP (last 30 minutes structured recreation or group activity)
10:30 – 11:45 AM	Quiet Time, Independent Study
11:45 – 12:30 PM	lunch
12:30 – 1:00 PM	Clean up
1:00 – 2:00 PM	Tuesday and Thursday, A&D small group counseling for referred residents who have intensive A&D treatment needs identified in Permanency Plan)
2:00 PM	Snack Time
2:15 – 4:15	GED CLASS, T, Th
2:15 – 4:15	GED STUDY TIME M, W, F
4:15 – 4:30 PM	QUIET TIME
4:45 – 5:15 PM	Supper
(5:15 – 6:00 PM)	<i>Semi-monthly A&D large group didactic counseling for ALL residents)</i>
5:15 – 6:00 PM	Independent Living Activities (includes chores, room cleaning, ILS instruction)
6:00 -7:30	Recreation, Free Time, Study Time
7:30 PM	Linen and Personal Hygiene Supplies Call
7:45 PM	Snack Time
8:00 – 9:00	Free Time, TV and games in Commons Area
9:00 PM	All residents in rooms, prepare for bed
10:00 PM	Lights out

Additional activities will occur as scheduled. These include:

Individual, Group, Family, or A&D Counseling Sessions
 Voluntary Bible Study
 Movies in rooms
 Medical, dental, or other appointments
 Employment

CROSSROADS PTC DAILY SCHEDULE

Non-School Weekdays (Holidays or Inservice Days)

Note: An extra childcare worker be scheduled on 1st shift on such days to assist the Activities Coordinators

6:00 AM	Wake-up call
6:45 AM	Breakfast
7:15 – 8:45 AM	Residents may rest or spend time in Common Area playing games, watching TV, talking, etc.
8:45 – 11:45 AM	

Three groups will be provided, among which residents will rotate for one-hour periods. The groups will each be supervised by an Activities Coordinator or Assistant. The groups are as follows:

1. ALCOHOL AND DRUG ABUSE PREVENTION AND EDUCATION GROUP
2. STRUCTURED RECREATIONAL PERIOD
3. THERAPEUTIC GROUP

11:45 – 12:30 PM	Lunch and clean-up
12:30 – 1:30 PM	Unstructured Recreational period
1:30 – 2:00 PM	INDEPENDENT LIVING SKILLS DIDACTIC GROUP I
2:00 – 2:30 PM	Snack time, followed by indoor or outdoor recreation
2:30 – 3:00 PM	INDEPENDENT LIVING SKILLS DIDACTIC GROUP II
3:00 – 4:00 PM	Quiet time
4:30 – 5:00 PM	Supper
5:00 – 6:00 PM	Independent Living Activities (includes chores, room cleaning, ILS instruction)
6:00 - 7:30 PM	Recreation, Free Time, Study Time
7:30 PM	Linen and Personal Hygiene Supplies Call
7:45 PM	Snack Time
8:00 – 9:00	Free Time, TV and games in Commons Area
9:00 PM	All residents in rooms, prepare for bed
10:00 PM	Lights out

Additional activities will occur as scheduled. These include:

Individual, Group, Family, or A&D Counseling Sessions
 Voluntary Bible Study
 Movies in rooms
 Medical, dental, or other appointments
 Employment

RESIDENT RIGHTS

Crossroads Primary Treatment Center serves as a proponent of the rights of our residents from admission through initiation of aftercare. We also believe that rights carry with them responsibilities. .

Client rights include the following:

1. **Title VI of the Civil Rights Act of 1964.** Crossroads Primary Treatment Center complies with Title VI of the Civil Rights Act of 1964. As stated in the State of Tennessee Department of Children's Services Administrative Policies and Procedures 24,10, "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination under any program or activity operated, funded, or overseen by the Tennessee Department of Children's Services."

Crossroads Primary Treatment Center prohibits the following practices:

- Denying any individual any service, opportunity, or other benefit for which this individual is otherwise eligible;
 - Providing any individual with any service, or other benefit, that is different or is provided in a different manner from that which is provided to others based upon their race, color, or national origin;
 - Subjecting any individual to segregate or separate treatment in any manner related to that individual's receipt of services based upon their race, color, or national origin;
 - Restricting any individual in the enjoyment of services, facilities, or any other advantage privilege, or other benefit provided in the program based upon their race, color, or national origin;
 - Adopting methods of administration that would limit participation by any group of recipients or subject them to discrimination based upon their race, color, or national origin.
2. **Admission of resident with language barrier.** A prospective resident will not be denied admission to a program and/or services due to an encountered language barrier.
 3. **Communication of rights and expectations.** Each resident has the right to have this document and any aspect of program requirements explained in a way that is understandable to that resident and at a time that is appropriate to the resident's needs.
 4. **Fair and equitable treatment.** Residents have the right to receive services in a non-discriminatory manner and to participate in the program with consistent enforcement of program rules and expectations.
 5. **Recognition, respect, and dignity as an individual.**

- 6. Least restrictive conditions.** Each resident has the right to be treated under the least restrictive conditions.
- 7. Evaluation and treatment.** Each resident has the right to prompt evaluation and treatment.
- 8. Education.** Each resident has the right to education that is developmentally appropriate.
- 9. Participation in service decisions.** Residents have the right to participate in all service decisions. This includes the following:
 - a. Residents have the right to request an in-house review of their care, treatment, and Initial Treatment Plan.
 - b. Residents have the right to refuse to participate in any aspect of treatment unless law or court order mandates it. This includes the right to refuse to take medication. However refusal of any aspect necessary for the safety of a resident or the successful participation in or completion of Initial Treatment Plan goals will result in consequences up to and possibly including termination from the program or emergency transfer from the program. Upon refusal of a service, a resident has the right to be informed of the consequence if he continues to refuse.
- 10. Confidentiality.** Crossroads Primary Treatment Center practices confidentiality of resident information in its record-keeping, release of records, electronic communication, and verbal communication. The program works to protect the resident's right to confidentiality by seeking consent for release of information when required, and/or informing the resident and/or parent when information is released. The only exception to this would be information that indicates that a resident or another individual is in danger, for example is any person were suicidal, homicidal, or being abused. In any of these situations, the information would be reported as necessary to assure safety of all individuals.

Residents have the right to individual anonymity on outings or activities outside the facility.
- 11. Privacy.** Each resident has the right to privacy while dressing and using the bathroom unless deemed unsafe to self or others, or deemed non-therapeutic by the Family Services Worker and documented in the resident's file.
- 12. Uncensored mail.** Outgoing and incoming resident mail is not censored except that mail suspected of containing unauthorized, injurious, or illegal material or substances. Mail in that category will be opened by the addressee in the presence of designated personnel.
- 13. Private telephone conversations.** Privacy during telephone calls with family members or others will not be restricted unless indicated in the permanency plan or otherwise by the DCS FSW, documented in the resident's record, approved in advance and reviewed monthly by the DCS FSW, and based on documented short-term safety concerns.

- 14. Visitation.** Residents have the right to visit their family in the family home, receive visits, and have telephone conversations with family members, when not contraindicated by the permanency plan.
- 15. Personal Property.** Residents have the right to have personal property and a place for safe storage.
- 16. Fair employment.** Residents have the right to be free from exploitation in employment-related training or gainful employment.
- 17. Expression of opinion.** Residents have the right to express their opinions on issues concerning their care or treatment.
- 18. Cultural Expression.** Each resident has the right to receive care in a manner that recognizes variations in cultural values and traditions and will be free from coercion with regard to religious decisions.
- 19. Religious Expression.** Each resident has the freedom to express and practice religious and spiritual beliefs.
- 20. Right to refrain from participation in advertising.** Crossroads Primary Treatment Center prohibits the requirement or encouragement of public statements that express gratitude to the program. Crossroads Primary Treatment Center prohibits using identifiable photographs or videotapes for public relations purposes without the consent of the resident and, in the case of a resident who is a minor, both the resident and the parent or guardian of the minor resident.
- 21. Consent for investigational research.** Each resident has the right to be informed of investigational research. No research or experimentation may be undertaken without the written consent of the resident and/or his parent/guardian if he is a minor.
- 22. Dress code.** Residents will be allowed the freedom to dress in ways that preserve their dignity, their freedom of expression, and their cultural identity. This freedom must be expressed within a dress code that is reasonable and restrictive only for the purposes of safety, security, identification and/or hygiene. Residents will not be required to wear a particular hairstyle in a particular manner for purposes of public embarrassment or punishment.
- 23. Corporal punishment.** Corporal punishment shall not be imposed at any time upon any resident.
- 24. Freedom from abuse.** All residents have the right to freedom from abuse. Any incident of abuse should be reported immediately. Information about how to report abuse is posted near the front desk and is in your handbook.
- 25. Right to file a grievance.** All residents have the right and opportunity to formally complain about a circumstance or action that affects them and that they feel is unjust. All grievances will be handled within the specified period of time and without threats of or reprisal against the resident filing the grievance. Any written grievance shall be filed according to WHWH GRIEVANCE PROCEDURE FOR RESIDENTS, summary included in the Resident Handbook.
- 26. Work assignments.** Residents are not required to participate in uncompensated work assignments unless the work is related to maintenance of their living area, personal hygienic needs, disciplinary procedures, or the work is a part of an approved vocational training program. Any other type of labor performed by youth will be voluntary or compensated. In addition:

- a. Resident labor shall not be used to perform tasks assigned to staff.
 - b. Resident labor shall not be used for personal gain by any employee.
 - c. Residents will maintain their living area, personal belongings and hygienic needs as part of the treatment program to develop independent living skills.
 - d. Residents will be allowed to volunteer for work assignments that are a part of a structured work program. However, this must not interfere with academic and vocational programming that is recommended in the youth's ITP.
 - e. Residents will not be required to perform physical labor when the performance of such labor would constitute any form of compulsory service purely for the benefit or pleasure of others, such as the cleaning of staff's personal property. This shall not prohibit the imposition of sanctions of repairing or restoring damaged property caused by the resident or as a sanction which may be imposed by the Disciplinary Committee. Further, this shall not prohibit the use of restitution as a means of discipline, which restitution will occur only if court ordered.
- 27. Free time in living area.** Residents will be permitted access to their own room and common living area during individual free time. Any restriction to this right must be documented and reason(s) for denial of the privilege given to the resident.
- 28. Contact with attorney.** Residents have the right to have contact with to their attorney(s) or authorized legal representatives for the purpose of interviewing, consulting, and providing legal services. If requested, staff will assist resident in making confidential contacts to include but not limited to telephone communications, uncensored correspondence, and visits. It is suggested that residents make such a request during an individual counseling session.
- 29. Searches.** Residents have the right to have their property and person treated with respect, dignity, and self-determination during searches. Searches will be conducted according to WHWH Policy 11.3 SEARCHES.

GRIEVANCE PROCEDURES FOR RESIDENTS

Procedures have been established to ensure a fair and relatively quick review of resident complaints. Complaints should be communicated through a resident grievance form. ***No retaliation, reprisals, harassment, or discipline will result from filing a grievance.*** A grievance form does not have to be filed on the same day as the situation occurs.

When a resident feels that a situation has occurred that warrants a grievance, the following procedure needs to be followed to make sure your grievance is handled appropriately:

- A. Residents/family members/advocates shall use the grievance box to submit grievances.
 1. The Grievance Box will be available to residents at all times and without control or comment by staff members.

2. Grievance forms will be available at all times in the area of the grievance box, in such a location that the resident does not have to ask a staff member for the form.
3. The Executive Director, Program Director, or Assistant Program Director will be the only staff members with access to the Grievance Box. Grievances will be removed by these persons and reviewed each weekday (Monday through Friday, with the exception of days neither is present the entire day).

B. Response to grievances:

1. The Executive Director or Assistant Program Director will review the grievance and return an answer to the resident within three days.
2. If the grievance is an emergency (i.e., the resident's safety or mental health status is in danger), the grievance will be answered immediately. In any emergency, the resident/family/advocate needs to tell the Executive Director, Assistant Program Director, or another staff member immediately.
3. If a staff member is aware of or suspects an emergency situation, s/he will bring the situation to the attention of the Executive Director, Assistant Program Director, or a counselor immediately, or if one of those persons is not accessible, will handle the situation according to emergency policy.

C. Resolution of grievances:

1. If a resident does not agree with the answer provided by the Executive Director or Assistant Program Director, the resident will have the right to discuss the grievance further with his Family Services Worker.
2. If the grievance is not resolved through communication with the Family Services Worker, the resident, and the Executive Director, then the resident will have the right to appeal the situation to the Department of Children's Services. The Executive Director or Assistant Program Director will assist him in this process, with the assurance that the resident need not fear reprisal.

- D. The decision and explanation at each stage of the grievance process will be documented. A copy of the documentation will be provided to the resident and a copy placed in the resident's case record within five (5) working days of the decision.

RESIDENT GRIEVANCE FORM

Student's Name: _____ Date of Birth: _____

Counselor: _____ Today's Date: _____

Where did the grievance happen: _____

What date? _____ What time? _____

Did anyone see or hear what happened? If yes, who? _____

Why are you writing this grievance?

Did you discuss this with staff? If yes, who?

What did the staff member tell you? _____

Findings from the Executive Director and Assistant Program Director: _____

signature and date_____
signature and date

Date grievance returned to resident: _____

Resident: Do you wish to appeal this finding? Yes No

Signature of Resident_____
Date

If yes, you may discuss the finding with your Family Services Worker today or as soon as he or she returns your telephone call. If you are not satisfied with the answer from your Family Services Worker, the Assistant Program Director will help you appeal the situation to the Department of Children's Services, without your decision being held against you in any way.

ABUSE REPORTING

Crossroads Primary Treatment Center is dedicated to the safety, dignity, and well-being of the residents and families of residents it serves. It is the policy of this agency that verbal, physical, sexual, and/or emotional abuse or neglect will not be tolerated. If anyone abuses you, you should report this to the Security Supervisor or your counselor, or any staff member whom you trust. If that person does not report the abuse to the Department of Children's Services, you may do so yourself by contacting the Department of Children's Services Child Protective Services Central Intake at:

1-877-237-0004

You may also write a letter to Child Protective Service Central Intake at:

**DCS Central Intake
1101 Kermit Drive
Nashville, TN 37217**

VISITATION REGULATIONS

Each resident and their parent/legal guardian will follow the following procedures for visitation on the premises of Wayne Half-Way House/Crossroads PTC:

1. Visitation will be on Saturdays and Sundays by appointment. Visitation appointments will be scheduled for the following times each of these days:

9:00 AM to 11:00 AM

12:15 PM to 2:15 PM

2:30 PM to 4:30 PM

2. Visitors may only schedule visitation appointments on *one* of the approved days. *All visitation appointments must be scheduled 48 hours prior to the visit.*
3. Each resident will be allowed a maximum of four (4) visitors at a time.
4. Staff must verify that each person visiting is on the resident's approved visitation list. *Photo identification will be required.*
5. Visitors are not allowed to bring *cell phones* or *cameras* into this facility. Only car keys and identification are allowed in the building during visitation.
6. Visitor's cars must be locked during the visit.
7. Anything brought to a resident by a visitor must be brought directly to the front desk and given to a staff member **BEFORE** the visit. Staff members will issue the item(s) to the resident.
8. Anyone who is not on the resident's official visitation list will not be permitted to visit with the resident. Residents will only be permitted to visit with immediate family unless counselors have provided written notification to staff members of an exception.
9. Visitation will occur in the designated area only. No resident will be permitted to accompany a visitor out the front door for any reason. Residents will not accompany visitors to cars.
10. There is **NO SMOKING** allowed in the building. If a visitor must smoke, they will be required to go outside, out of the view of any residents, and residents will not accompany them outside.
11. Residents will be searched following the visits and **WILL NOT BE ALLOWED ANY CONTACT WITH VISITORS AFTER THE SEARCH.**

12. Any visitor bringing or attempting to bring contraband into the building or provide contraband to any resident will be prosecuted. Staff will call the Sheriff's Department immediately if this situation occurs.
13. Visitors will be permitted **NO CONTACT** with other residents of the program or other visitors. Violations will result in termination of the visit.
14. Any disturbances by the visitors or the resident being visited will result in immediate termination of that visit. The Sheriff's Department will be called for assistance if the visitors do not leave immediately.
15. Visitors must dress with reasonable modesty for visits. Violations will result in either notification of the resident's Family Services Worker or not being allowed to visit until appropriate dress occurs.
16. Residents are not to accompany visitors to the restroom, or visitors to accompany residents to the restroom. Residents are not to enter the area of the Primary Treatment Center at ANY time unless they are residents of the Primary Treatment Center.
17. The visitor restroom will be searched at the end of each visitation period. If any types of drugs or weapons are found in the restrooms or in the visitation area, they will be left in place with the area guarded, and law enforcement will be called to investigate and take custody of the evidence.

Residents and the parent/guardian will be given a copy of these guidelines when the resident is admitted to the program. This is part of treatment and must be carried out as specified. Failure to follow these guidelines or the rules and policies of Crossroads Primary Treatment Center may result in reports to the Family Services Worker and may have an affect on future visitation and/or passes.

Information regarding PREA:

The following information is very important so **please read it carefully and thoroughly**. Once you have been given PREA material to read, a day will be designated for a video on the subject, after which, you will complete a quiz.

PREA (Prison Rape Elimination Act) was passed in 2003 to help prevent, reduce, and eliminate sexual misconduct between juveniles and between staff and juveniles. The following literature will explain your rights and inform you of exactly what you would need to do if you were to become a victim of sexual abuse/harassment.

Here are a few important things to know:

****If you tell a staff member (counselor, yso, therapist, whoever) that you have been sexually abused, harassed, raped, or sexually assaulted, or if you tell a staff member that you are going to hurt yourself or someone else....that staff member **WILL** report it. WHWH/CPTC has a Zero-Tolerance Policy against any kind of sexual misconduct and the staff has a “**duty to report**” any such allegations that they are made aware of.**

****Staff members are instructed to keep the information you tell them confidential with the exception of having to tell the appropriate people that **NEED** to know in order for them to perform their duties accordingly.**

****Persons who report sexual misconduct will **NOT** be retaliated against for doing so. Retaliation or negative consequences for reporting sexual misconduct will not be tolerated and will result in disciplinary action for that staff up to and including **termination**.**

****WHWH/CPTC does have a “**Memorandum Of Understanding**” with a program called **WRAP** (Wo/Men’s Resource and Rape Assistance Program). If a resident is a victim of a sexual assault/abuse incident, they will be permitted to speak to a designated WRAP counselor. WRAP advocates are skilled professionals who provide a wide variety of services including court advocacy, hospital accompaniment, resources, mentoring and individual and group counseling, just to name a few. **No conversations with this victim advocacy service will be recorded.****

There are several ways of reporting sexual abuse/misconduct....

1. Write a grievance
2. Tell a staff member
3. Tell your parent or caseworker
4. Call any of the hotline numbers made available
5. Call the police
6. Write to one of the addresses provided

Hotline Numbers:

DCS Child Abuse Hotline: 1-877-237-0004

Central Intake Hotline: 1-877-54ABUSE (1-877-542-2873)

WRAP Victim Advocacy 24 hr. Hotline: 1-800-273-8712

Addresses you can write to:

DCS Central Intake

1101 Kermit Dr . Suite 400

Nashville, TN 37217

WRAP

62 Director's Row

Jackson, TN 38305

****False Allegations:** All of this being said...yes by all means, if you fall victim to a sexual abuse, or a sexual assault, or a rape incident while at this facility...or if something like this happened to you prior to coming here and you have not reported it, **PLEASE** tell someone you trust. You **WILL** get the help and support you need. However; also know that any person that knowingly reports a **FALSE** accusation of sexual abuse/assault/harassment/misconduct/rape....commits a **FELONY**. **And there are consequences to committing this crime.**

****BOTTOM LINE:** Our staff has a “duty to report”. Failure to comply with this duty **WILL** result in disciplinary action up to and including the loss of their job **AND/OR criminal charges against them**. So, never be afraid to tell. If you tell a staff member of a sexual abuse/misconduct/rape incident, the first thing the staff member will do is **make sure YOU are SAFE**. You **WILL** be separated from the abuser. The staff member will then notify Child Protective Services. Be assured that **our staff are trained** in how to respond to these incidents.

YOU HAVE THE RIGHT TO BE SAFE FROM SEXUAL VIOLENCE.

While you are under the supervision of Tennessee's Department of Children's Services Division of Juvenile Justice, no juvenile or staff has the right to sexually harass you or pressure you into any sexual acts. Regardless of your gender, age, size, race, ethnicity, religion, or sexual orientation, you have the right to be safe from any sexual harassment, advances, and acts.

Under Tennessee Division of Juvenile Justice policy:

- Sexual intercourse, contact or conduct between juveniles and between staff & juveniles is prohibited.
- Sexual assault of a juvenile by another juvenile will be referred for prosecution according to the laws of Tennessee.
- Sexual abuse includes penetration or external touching of a child's intimate parts, oral sex with a child, indecent exposure or any other sexual act performed in a child's presence for sexual gratification, sexual use of a child for prostitution, and the manufacturing of child pornography.

The United States Federal Government passed the Prison Rape Elimination Act (PREA) in 2003 to help prevent, reduce, and eliminate sexual misconduct between juveniles and between staff and juveniles.

WHAT IS SEXUAL MISCONDUCT?

- **Sexual Assault or Sexual Contact** - when one or more juveniles tries to force or convince another juvenile to participate in a sexual act through manipulation or through the use of threats, intimidation, inappropriate touching, or other actions.

YOU NEED TO RESPECT OTHERS - IT IS NEVER RIGHT TO PRESSURE SOMEONE TO ENGAGE IN A BEHAVIOR HE/SHE DOES NOT WANT TO DO. YOU DO NOT HAVE THE RIGHT TO FORCE ANY TYPE OF SEXUAL BEHAVIOR ON A PERSON. THERE SHOULD BE NO JOKING, BRIBING, OR TEASING OF ANY KIND OF A SEXUAL NATURE. BULLYING WILL NOT BE TOLERATED. THERE IS A ZERO TOLERANCE policy in place for such occurrences

- **Sexual Conduct** - any type of sexual activity between juveniles which includes asking for, paying for, promising, threatening, or communicating with another person in any manner, verbally or written, to have sexual intercourse. It also includes exposing, touching, or gesturing to the juvenile's own intimate parts to attract the attention of another person or using sexually explicit language.

SEXUAL ACTS OR CONTACT BETWEEN JUVENILES, (LIKE HOLDING HANDS, KISSING, ETC.) EVEN WHEN BOTH PEOPLE WANT TO, ARE NOT ALLOWED. BOTH JUVENILES INVOLVED IN SEXUAL CONDUCT WILL BE HELD ACCOUNTABLE.

- **Sexual Assault of a Staff Member BY A JUVENILE** - one may be charged with state criminal offense if there is sufficient proof that one participated in sexual misconduct. Facility discipline may also occur for one participating in sexual misconduct.
- **Sexual Assault or Sexual Conduct BY A STAFF MEMBER** - when a staff member engages in, or attempts to engage in, a sexual act with any juvenile. This includes the staff member intentionally touching the juvenile's intimate parts with the intent to abuse, humiliate, harass, or degrade the juvenile, or arouse or gratify the sexual desire of any person. Sexual behavior can include, but is not limited to, indecent, profane or abusive language or gestures of a sexual nature, inappropriate visual surveillance of juveniles, making sexually offensive comments or gestures, solicitation of sexual activity through promises of favors or threatening a juvenile for refusing sexual advances.

HOW TO REPORT AN INCIDENT OF SEXUAL MISCONDUCT OR SEXUAL ASSAULT

It is important that you tell a staff member as soon as possible if you or someone you know has been sexually assaulted, have been threatened, or are being asked to do something sexually. You can tell the Case Manager/FSW, Psychologist, Superintendent, Shift Supervisor, Medical Staff, YSO, Teacher, or any other staff member. Staff members are instructed to keep the reported information confidential and only discuss it with the appropriate officials that have a need to know in order to perform their duties. Persons who report sexual misconduct will be free from retaliation.

IT IS NEVER APPROPRIATE FOR A STAFF MEMBER TO MAKE SEXUAL ADVANCES OR COMMENTS OR TO ENGAGE IN SEXUAL CONTACT WITH A JUVENILE, EVEN IF THE JUVENILE WANTS TO BE INVOLVED WITH A STAFF MEMBER, THE STAFF MEMBER IS NOT ALLOWED TO PARTICIPATE. TENNESSEE LAW AND TENNESSEE'S DEPARTMENT OF CHILDREN'S SERVICES DIVISION OF JUVENILE JUSTICE SPECIFICALLY FORBID SEXUAL ACTIVITY BETWEEN JUVENILES AND STAFF, CONTRACTORS OR VOLUNTEERS. STAFF IS SUBJECT TO DISCIPLINE AND CRIMINAL PROSECUTION REGARDLESS OF WHETHER YOU CONSENT TO SUCH ACTIVITY. THERE ARE NO EXCEPTIONS.



There are other ways to report sexual misconduct or an assault if you are not comfortable talking with staff. You can:

- **File a Complaint.** By simply depositing the report of sexual abuse in the grievance box. **ALL** complaints regarding sexual activity are kept confidential and treated very seriously. Please include your name so that **someone can contact you to find out what happened.** If possible, please include a short description of what happened and who was involved.

OR

- **Write directly to the Superintendent.** You can send the Superintendent a letter reporting sexual misconduct. You may also send a letter to the Commissioner of Tennessee's Department of Children's Services.

OR

- **Contact the local law enforcement agency.** You can report a sexual assault by contacting local law enforcement directly through a third party.

WHAT TO DO IF YOU ARE ASSAULTED

If you are sexually assaulted, **you should report it immediately to staff** who will offer you immediate assistance and protection. Staff will also refer you for a medical examination and clinical assessment.

Even though you may want to clean up after the assault, **it is important NOT TO shower, wash yourself, drink or eat anything, change your clothing, or use the bathroom before you see medical staff.**

Please remember that by reporting the crime of a sexual assault or sexual misconduct right away, you are assisting in helping stop this harmful behavior and sending a message to the perpetrator that this behavior will not be tolerated.

**NO MATTER WHERE YOU GO OR WHERE YOU LIVE,
YOU HAVE THE RIGHT TO BE SAFE FROM SEXUAL VIOLENCE**

PREVENTING SEXUAL ABUSE

Sexual abuse can happen anywhere there are people. It can happen in school, in church, at home, and lots of other places, too. Staff at WHWH/CPTC will do everything they can to make sure sexual abuse doesn't happen to you. Here is what we are already doing to keep you safe....

- Staff will be watching you and other students 24 hours a day, 7 days a week.
- Staff members are carefully screened through background checks to make sure the best people are in charge of your safety and care.
- Staff members know how to spot abusive sexual behavior and how to stop that behavior.
- Students who may have gotten into trouble because of their sexual behavior stay in special programs.
- Students cannot go into other student's rooms.
-

You may be thinking of what you will do to keep yourself safe. To do your part there are three things you need to know. You need to....

1. Know what sexual abuse is.
2. Know how to protect yourself.

3. Know how to get help.

What is sexual abuse? You may have a good idea of what sexual abuse is already. But, if you don't, here are some facts that may help you.

- Sexual abuse is any **unwanted** sexual contact with another person. Sexual contact includes, but is not limited to the following...
 - Touching
 - Kissing
 - Talking in sexual ways
 - Showing private parts to others
 - Watching people undress
 - Watching people go to the bathroom
 - Putting your mouth on someone's private parts
 - Putting any part of your body inside someone else's body

You may **NOT** do any of these behaviors while at WHWH/CPTC. These behaviors are against the rules and can lead to problems in your program.

- Sometimes sexual contact can be abusive, even if a person seems to go along with it. As a rule of thumb, you **cannot** say, "YES" to sexual contact if ...
 - You are under age 16.
 - You are using drugs or alcohol.
 - You don't know what you are being asked to do.
 - You believe that you can't say "NO" without bad things happening to you.

If you find yourself in a situation like any of the ones named above, seek help from staff as soon as possible.

Retaliation or Negative Consequences

DCS policy 18.8 GUIDELINES FOR SEXUAL ABUSE, ASSAULT, AND/OR RAPE INCIDENTS IN YDCs – PRISON RAPE ELIMINATION ACT, section A. #9, reads:

"The possibility of retaliation or negative consequences for reporting sexual abuse/assault/misconduct or rape will not be tolerated and may result in disciplinary actions up to and including termination". This means that you WILL NOT get into trouble, you will not be punished if you report sexual abuse/assault/misconduct or rape.

Consequences: DCS Policy 18.8, section A #10 reads:

"Any person who either verbally or by written or printed communication knowingly and maliciously reports, or causes, encourages, aids, counsels, or procures another to report, a false accusation of child sexual abuse commits a Class E felony".

TCA 37-1-413.

What this means is that you should not make false/untrue statements about being sexually abused. If you do, you are subject to disciplinary measures.

Consequences for engaging in any type of sexual activity while at this Group Home:

If you engage in any type of sexual activity while at this facility, your treatment team will meet to develop a way to address your behavior.

Seeking Medical treatment, Mental Health treatment, and/or Counseling:

If you report abuse, you will be provided medical treatment. If you wish to speak with a mental health staff or to receive counseling, please tell medical staff and medical staff will contact the mental health professional.

SAFETY TIPS

Here are some things you can do to protect yourself from unwanted sexual contact:

- Don't talk about sex with peers.
- Don't enter another student's room.
- Don't let another student enter your room.
- Don't keep secrets about sexual activity.
- Stand up for yourself and say "NO".
- Stay one (1) arm's length away from other students during line moves.

If you are the victim of unwanted sexual contact, report what happened to any staff immediately. The longer you wait, the more difficult it will be to give you the help you need. You may report sexual abuse to any staff member you wish. All staff members are trained to get you the help you need.

Once you report what happened, you will be given the help you need. You may be taken to the hospital to make sure your body is not hurt. You may be asked lots of questions about what happened. You may be asked to meet with a counselor to talk about what happened. Sexual abuse is never the victim's fault.

If you would like to know more about sexual abuse, please feel free to talk to a staff member.

Indicators for Youth who have been sexually assaulted or are in fear of being sexually assaulted may include:

- Isolation or refusing to leave isolation
- Depression/anxiety
- Lashing out at others
- Refusing to shower, or
- Seeking protective custody
- Easily startled or jumpy
- Self-mutilation
- Increase in aggression
- Insomnia
- Social Withdrawal
- Difficulty concentrating
- Loss of appetite
- Sudden mood swings
- Suicidal thoughts

Possible Physical Effects of Sexual Assault:

- Injuries
- Nausea
- Vomiting
- Headaches
- Sudden sweating
- Unkept appearance, no longer caring about their appearance

RESIDENT HANDBOOK SIGNATURE PAGE

I have received a copy of the Resident Handbook containing the following:

- Non-discrimination Policy
- Behavior Support and Management Policy with prohibited disciplinary practices
- Description of the program
- Resident Rights and Responsibilities
- Emergency procedures
- Daily schedules
- Grievance Procedures for residents
- How to report abuse
- Level System Handbook
- Information on PREA (Prison Rape Elimination Act)

Resident's Name: _____

Resident's Signature: _____

Date: _____