



RESIDENTIAL
PROGRAMS

Residential Assistant
HANDBOOK

YCS partners with each consumer to build a healthy, happy, productive life within families and communities.

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Residential Assistant Manual

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1. Introduction to YCS

Introduction

Welcome to YCS. Youth Consultation Service (YCS) is a private, not-for-profit, nonsectarian social services organization. Founded in 1918, YCS' professional and volunteer staffs have provided over 90 years of service to children, adults, and their families throughout New Jersey. Today, as one of New Jersey's largest private providers of individualized behavioral health services, shelter care, and educational services for children, and programs for developmentally disabled children and adults, YCS serves approximately 2,500 consumers and their annually.

At Youth Consultation Service, we partner with each child to build a healthy, happy, productive life within families and communities. We provide services that educate, shelter, advocate and care for children in need, and their families, so that each can further develop the skills, self-worth, and hope necessary for success within their communities.

As a Residential Assistant (RA) you will play a very important role in the lives and treatment of YCS children. Working here can be a very rewarding experience!

We find the following values important in the care of children:

- Children possess an innate tendency to flourish.
- Children thrive from caring relationships.
- All children are capable of growth and development.
- As staff, we want for YCS children what we want for our own children.
- YCS focuses on the whole child, addressing all domains of a child's life.
- YCS builds on each child's strengths, as well as addresses his/her challenges.
- YCS treatment is most effective when the child's entire environment is designed to be therapeutic.
- YCS treatment is enhanced when the child's caregivers and other significant people and organizations are included in the child's life.
- While specialized staff provides the clinical services, all staff interactions can be therapeutically beneficial for the child.
- YCS residences provide a safe, secure, loving environment where high expectations are the norm for both consumers and staff.

2. Job Descriptions

POSITION TITLE: Residential Assistant (RA) I
SALARY CLASSIFICATION: Non-Exempt
REPORTS TO: RA III (Supervisor)
JOB NO: TBD **DATE:** 8/16/04 **REVISED:** 8/30/2010

SECTION 1 Purpose

1.1 The age of the consumers served: ___ under 1 year; ___ 1-4 yrs; ___x_ 5-12 yrs; x__13-17 yrs; _x_18-22 yrs

1.2 The primary purpose of this position

1.2.1 To provide quality daily care and supervision of assigned consumers. To provide care in accordance with the Manual of Standards for Shelters, Group Homes and Residential Treatment facilities established by the New Jersey State Division of Youth and Family Services, NJAC 10:44A and NJAC 10:37B in conjunction with internal Youth Consultation Service guideline manuals.

SECTION 2 Duties and Responsibilities

2.1 Reporting for shift

2.1.1 Report 10 minutes prior to shift accounting for all consumers and their whereabouts

2.1.2 Review of unit logs, alerts, scheduled appointments, and special instructions in conjunction with shift supervisor

2.1.3 Meet with shift supervisor for assignment of consumers and/or tasks

2.2 Documentation

2.2.1 Document daily consumer observations/issues in unit log

2.2.2 Document incidents/physical controls on appropriate forms

2.2.3 Document vehicle usage and condition in appropriate logs

2.2.4 Document consumer behaviors as per program Behavior Management Plan

2.2.5 Any other relevant documentation as required by shift supervisor

2.3 Consumer Supervision

2.3.1 Supervision of assigned consumers where and when applicable (dependent on program requirements)

2.3.2 Adheres to supervision policy concerning room checks, time out, alerts, midnight shift, etc

2.3.3 Adheres to state and agency mandated staff to consumer ratios (dependent on program requirements)

2.4 Staff/Consumer Interactions and Interventions

2.4.1 Counsel and advise consumers on facility rules and regulations

2.4.2 Inform consumers of their rights and insure same

2.4.3 Creative and consistent use of daily routines to meet individual consumer needs, including upkeep of sleeping areas and housekeeping tasks when applicable

2.4.4 Use of group living to promote socialization skills

2.4.5 Motivate and introduce consumers to new activities in conjunction with treatment goals

2.4.6 Appropriately communicate relevant ideas, information, feelings, and observations with consumers

2.4.7 Appropriately deescalate potential crisis situations and if necessary be prepared to control consumer physically (in accordance with CPI/HWC procedures and certifications)

2.4.8 Prepare areas and lead and participate in any consumer activities (including but not limited to meal times)

2.4.9 For RAs who obtain a Medication Administration Certification only, dispense medication in the absence of the nurse.

2.5 Safety and Environment of Care

2.5.1 Assist consumers during emergency drills as per disaster plan

2.5.2 Maintain a clean living and working environment

2.5.3 Report any hazardous or unsafe conditions to shift supervisor

2.6 Interpersonal Skills

2.6.1 Demonstrates empathy and compassion in conduct towards consumers

2.6.2 Demonstrates respect, cooperation, consideration and tact in dealing with subordinates, peers, supervisors and others

- 2.7 The employee will cooperate with the licensee and the applicable State department or division licensing unit with any legally mandated inspections or investigations

SECTION 3 Education Requirements

- 3.1 High school diploma or GED required
3.2 Bachelor's degree preferred

SECTION 4 Experience required

- 4.1 1-3 years of experience working with youth, children or adolescents in an applicable, group setting, based on program, DYFS, NJAC 10:44A and NJAC 10:37B requirements

SECTION 5 Training and other requirements

- 5.1 Maintain CPI, CPR, Handle with Care (HWC), First Aid
5.2 Maintain yearly Core Competency training and other training as required by YCS or state regulations
5.3 Must be legally permitted to work in the United States and pass a criminal background check
5.4 Attend all program required meetings
5.5 Flexible to possible mandatory overtime
5.6 Minimum Age 21
5.7 Must possess a valid basic drivers license
5.8 Meet performance goal(s) established for the fiscal year

SECTION 6 Supervisor, Internal, External Contacts

- 6.1 The number of employees supervised by this position varies depending on size of site
6.2 The usual internal and external contacts
6.2.1 Internal – Program Manager, Consumers, Director of Clinical Services, Psychiatrist, Nurse, other childcare staff
6.2.2 External – Community agencies, State, County and Local Government Sources

SECTION 7 Essential physical/sensory demands and travel involved with position

- 7.1 Essential physical/sensory demands of position
7.1.1 Sitting Occasionally
7.1.2 Standing Frequently
7.1.3 Walking Frequently
7.1.4 Lifting Occasionally
7.1.5 Carrying Occasionally
7.1.6 Pushing / Pulling Occasionally
7.1.7 Bending Frequently
7.1.8 Reaching Occasionally
7.1.9 Visual Frequently
7.1.10 Hearing Frequently
7.1.11 Speaking Frequently
- 7.2 Travel involved with the position
7.2.1 Occasionally

SECTION 8 Machines or equipment used

- 8.1 Typewriter, telephone, computer, photocopier, fax and pager

SECTION 9 Working conditions

- 9.1 Institutional or home like environment and outdoor community
9.2 Any safety conditions or hazards associated with this position
9.2.1 Possible exposure to physical and/or verbal altercations with consumers
9.2.2 Possible exposure to communicable childhood illnesses

SECTION 10 Additional Comments

- 10.1 Additional responsibilities as directed by supervisor(s)

POSITION TITLE: Residential Assistant (RA) II (Senior)
SALARY CLASSIFICATION: Non-Exempt
REPORTS TO: Coordinator Residential Services (CRS)
JOB NO: TBD **DATE:** 6/10/04 **REVISED:** 08/23/10

SECTION 1 Purpose

1.1 The age of the consumers served: ___ under 1 year; ___ 1-4 yrs; ___x_ 5-12 yrs; x___13-17 yrs; _x_18-22 yrs

1.2 The primary purpose of this position

1.2.1 To oversee subordinate child care worker/residential assistant staff in the absence of Supervisors to ensure they provide quality daily hands-on care and supervision of assigned residents. To ensure standards as set forth through the Manual of Standards for Shelters, Group Homes and Residential Treatment facilities established by the New Jersey State Division of Youth and Family Services, NJAC 10:44A and NJAC 10:37B in conjunction with internal Youth Consultation Service guideline manuals are met.

SECTION 2 Duties and Responsibilities

2.1 Reporting for shift

2.1.1 Report 10 minutes prior to shift accounting for all residents and their whereabouts

2.1.2 Review of unit logs, alerts, scheduled appointments, and special instructions in conjunction with shift supervisor

2.1.3 Meet with shift supervisor for assignment of consumers and/or tasks

2.2. Documentation

2.2.1 Document daily consumer observations/issues in unit log

2.2.2 Document incidents/physical controls on appropriate forms 2.2.3 Document vehicle usage and condition in appropriate logs

2.2.3 Document consumer behaviors as per program Behavior Management Plan

2.2.4 Any other relevant documentation as required by shift supervisor

2.3 Consumer Supervision

2.3.1 Supervision of assigned consumers where and when applicable (dependent on program requirements)

2.3.2 Adheres to supervision policy concerning room checks, time out, alerts, midnight shift, etc.

2.3.3 Adheres to state and agency mandated staff to consumer ratios (dependent on program requirements)

2.4 Staff/Consumer Interactions and Interventions

2.4.1 Counsel and advise consumers on facility rules and regulations

2.4.2 Inform consumers of their rights and insure same

2.4.3 Creative and consistent use of daily routines to meet individual consumer needs, including upkeep of sleeping areas and housekeeping tasks when applicable

2.4.4 Use of group living to promote socialization skills

2.4.5 Motivate and introduce consumers to new activities in conjunction with treatment goals

2.4.6 Appropriately communicate relevant ideas, information, feelings, and observations with consumers

2.4.7 Appropriately deescalate potential crisis situations and if necessary be prepared to control consumer physically (in accordance with CPI/HWC procedures and certifications)

2.4.8 Prepare areas and lead and participate in any consumer activities (including but not limited to meal times)

2.5 Transportation

2.5.1 Maintain Commercial driver's license (CDL) in accordance with transportation policy

2.5.2 Complete all checklists and tasks associated with the care of agency vehicles as per policy

2.5.3 Comply with all agency policies and state laws concerning driving agency vehicles

2.6 Safety and Environment of Care

2.6.1 Assist consumers during emergency drills as per disaster plan

2.6.2 Maintain a clean living and working environment

2.6.3 Report any hazardous or unsafe conditions to shift supervisor

2.7 Oversee Residential Assistants

2.7.1 Coordinate all on-going staff training

2.7.2 Approves Residential Assistant overtime to insure proper coverage

2.7.3 Evaluate Residential Assistants on a periodic basis

- 2.7.4 Follow company policies and procedures
- 2.7.5 Uphold the quality of services provided in the program
- 2.7.6 Assist in resolving disputes between staff
- 2.8 Other duties as assigned
 - 2.8.1 Assists in any other areas as determined by Coordinator or Supervisors
 - 2.8.2 Attends mandatory in-service and supervisory training
 - 2.8.3 Available on an on-call basis for mandatory overtime
- 2.9 Interpersonal Skills
 - 2.9.1 Demonstrates empathy and compassion in conduct towards consumers
 - 2.9.2 Demonstrates respect, cooperation, consideration and tact in dealing with subordinates, peers, supervisors and others
- 2.10 The employee will cooperate with the licensee and the applicable State department or division licensing unit with any legally mandated inspections or investigations

SECTION 3 Education Requirements

- 3.1 High school diploma or GED required
- 3.2 Bachelor's degree preferred

SECTION 4 Experience required

- 4.1 1-3 years of previous job related experience preferred

SECTION 5 Training and other requirements

- 5.1 Maintain CPI, CPR, Handle with Care (HWC), First Aid, YCS Medication Administration Certification
- 5.2 Maintain yearly Core Competency training and other training as required by YCS or state regulations
- 5.3 Must be legally permitted to work in the United States and pass a criminal background check
- 5.4 Must have and maintain a valid driver's license
- 5.5 Meet performance goal(s) established for the fiscal year

SECTION 6 Supervisor, Internal, External Contacts

- 6.1 The number of employees supervised by this position varies depending on size of site
- 6.2 The usual internal and external contacts
 - 6.2.1 Internal – Program Manager, Consumers, Director of Clinical Services, Psychiatrist, Nurse, other childcare staff
 - 6.2.2 External – Community agencies, State, County and Local Government Sources

SECTION 7 Essential physical/sensory demands and travel involved with position

- 7.1 Essential physical/sensory demands of position
 - 7.1.1 Sitting Occasionally
 - 7.1.2 Standing Frequently
 - 7.1.3 Walking Frequently
 - 7.1.4 Lifting Occasionally
 - 7.1.5 Carrying Occasionally
 - 7.1.6 Pushing / Pulling Occasionally
 - 7.1.7 Bending Frequently
 - 7.1.8 Reaching Occasionally
 - 7.1.9 Visual Frequently
 - 7.1.10 Hearing Frequently
 - 7.1.11 Speaking Frequently
- 7.2 Travel involved with the position Occasionally

SECTION 8 Machines or equipment used

- 8.1 Typewriter, telephone, computer, photocopier, fax and pager

SECTION 9 Working conditions

- 9.1 Institutional or home like environment and outdoor community
- 9.2 Any safety conditions or hazards associated with this position
 - 9.2.1 Possible exposure to physical and/or verbal altercations with consumers
 - 9.2.2 Possible exposure to communicable childhood illnesses

SECTION 10 Additional Comments

- 10.1 Additional responsibilities as directed by supervisor(s)

POSITION TITLE: Residential Assistant (RA) III (Supervisor)
SALARY CLASSIFICATION: Non-Exempt
REPORTS TO: Coordinator Residential Services (CRS)
JOB NO: TBD **DATE:** 6/8/04 **REVISED:** 8/23/10

SECTION 1 Purpose

1.1 The age of the consumers served: ___ under 1 year; ___ 1-4 yrs; ___x_ 5-12 yrs; x___13-17 yrs; _x_18-22 yrs

1.2 The primary purpose of this position

1.2.1 To oversee subordinate child care worker and residential assistant staff to ensure they provide quality daily hands-on care and supervision of assigned consumers. To ensure standards as set forth as set forth through the Manual of Standards for Shelters, Group Homes and Residential Treatment facilities established by the New Jersey State Division of Youth and Family Services, NJAC 10:44A and NJAC 10:37B in conjunction with internal Youth Consultation Service guideline manuals are met.

SECTION 2 Duties and Responsibilities

2.1 Reporting for shift

2.1.1 Report 10 minutes prior to shift accounting for all residents and their whereabouts
2.1.2 Review of unit logs, alerts, scheduled appointments, and special instructions in conjunction with shift supervisor
2.1.3 Meet with outgoing Shift Supervisor to review prior shift issues, logs, physical plant, etc.

2.2 Documentation

2.2.1 Document daily consumer observations/issues in unit log
2.2.2 Document incidents/physical controls on appropriate forms
2.2.3 Document vehicle usage and condition in appropriate logs
2.2.4 Document consumer behaviors as per program Behavior Management Plan
2.2.5 Any other relevant documentation as required by shift supervisor

2.3 Consumer Supervision

2.3.1 Supervision of assigned consumers where and when applicable (dependent on program requirements)
2.3.2 Adheres to supervision policy concerning room checks, time out, alerts, midnight shift, etc
2.3.3 Adheres to state and agency mandated staff to consumer ratios (dependent on program requirements)

2.4 Staff/Consumer Interactions and Interventions

2.4.1 Counsel and advise consumers on facility rules and regulations
2.4.2 Inform consumers of their rights and insure same
2.4.3 Creative and consistent use of daily routines to meet individual consumer needs, including upkeep of sleeping areas and housekeeping tasks when applicable
2.4.4 Use of group living to promote socialization skills
2.4.5 Motivate and introduce consumers to new activities in conjunction with treatment goals
2.4.6 Appropriately communicate relevant ideas, information, feelings, and observations with consumers
2.4.7 Appropriately deescalate potential crisis situations and if necessary be prepared to control consumer physically (in accordance with CPI/HWC procedures and certifications)
2.4.8 Prepare areas and lead and participate in any consumer activities (including but not limited to meal times)

2.5 Transportation

2.5.1 Complete all checklists and tasks associated with the care of agency vehicles as per policy
2.5.2 Comply with all agency policies and state laws concerning driving agency vehicles

2.6 Safety and Environment of Care

2.6.1 Assist consumers during emergency drills as per disaster plan
2.6.2 Maintain a clean living and working environment
2.6.3 Report any hazardous or unsafe conditions to shift supervisor

2.7 Oversee Residential Assistants

2.7.1 Coordinate all on-going staff training
2.7.2 Approves Residential Assistant overtime to insure proper coverage
2.7.3 Evaluate Residential Assistants on a periodic basis
2.7.4 Follow company policies and procedures

- 2.7.5 Uphold the quality of services provided in the program
- 2.7.6 Assist in resolving disputes between staff
- 2.8 Other duties as assigned
 - 2.8.1 Assists in any other areas as determined by Coordinator or Supervisors
 - 2.8.2 Attends mandatory in-service and supervisory training
 - 2.8.3 Available on an on-call basis for mandatory overtime
- 2.9 Interpersonal Skills
 - 2.9.1 Demonstrates empathy and compassion in conduct towards consumers
 - 2.9.2 Demonstrates respect, cooperation, consideration and tact in dealing with subordinates, peers, supervisors and others
- 2.10 The employee will cooperate with the licensee and the applicable State department or division licensing unit with any legally mandated inspections or investigations

SECTION 3 Education Requirements

- 3.1 High school diploma or GED required
- 3.2 Bachelor’s degree preferred

SECTION 4 Experience required

- 4.1 3 years of previous job related experience preferred

SECTION 5 Training and other requirements

- 5.1 Maintain CPI, CPR, Handle with Care (HWC), First Aid, YCS Medication Administration Certification
- 5.2 Maintain yearly Core Competency training and other training as required by YCS or state regulations
- 5.3 Must be legally permitted to work in the United States and pass a criminal background check
- 5.4 Must have and maintain a valid driver’s license
- 5.5 Meet performance goal(s) established for the fiscal year

SECTION 6 Supervisor, Internal, External Contacts

- 6.1 The number of employees supervised by this position varies depending on size of site
- 6.2 The usual internal and external contacts
 - 6.2.1 Internal – Program Manager, Consumers, Director of Clinical Services, Psychiatrist, Nurse, other childcare staff
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 - 7.1.6 Pushing / Pulling Occasionally
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 - 7.1.8 Reaching Occasionally
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- 9.1 Institutional or home like environment and outdoor community
- 9.2 Any safety conditions or hazards associated with this position
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 - 9.2.2 Possible exposure to communicable childhood illnesses

SECTION 10 Additional Comments

- 10.1 Additional responsibilities as directed by supervisor(s)

3. Consumer Rights

A. Consumer Rights Statement

Consumers have basic human rights that should never be compromised. Consumer rights include, but are not limited to, the following:

1. All consumers have the right to be safe.
 - a. All consumers have the right to be free of physical or sexual abuse and corporal punishment.
 - b. All consumers have the right to be free of intimidation and coercion by staff and other residents.
 - c. All consumers have the right to be free of unnecessary physical restraint and isolation.
 - d. All consumers have the right to contact their External Advocate (e.g., ombudsman, case worker from DYFS, CMO, Office of the Child Advocate, and Kid Connection, etc.) or the state child abuse hotline at any time.
2. All consumers have the right to receive quality care.
 - a. All consumers have the right to effective therapeutic activities conducted by appropriately trained personnel.
 - b. All consumers have the right to the least restrictive environment necessary to achieve the purpose of treatment.
 - c. All consumers have the right to prompt medical treatment.
 - d. All consumers have the right to discuss the dosage and type of medication prescribed by staff psychiatrist/Advanced Practice Nurse (APN) and to be free of unnecessary or excessive medication.
 - e. All consumers have the right to meet with their treatment team, participate in treatment planning and be informed of their condition and progress.
 - f. All consumers have the right to an appropriate education.
 - g. All consumers have the right not to be subjected to non-standard treatment or procedures, experimental procedures, research, or demonstration programs without the written informed consent of a parent or guardian.
3. All consumers have the right to live in a clean, safe and healthy environment, which includes:
 - a. Clean, adequate and appropriate clothes.
 - b. Three nutritious meals and two snacks a day.
 - c. Supplies needed for good personal grooming and hygiene.
 - d. Keeping and using personal grooming items.
 - e. A private, safe and clean bed.
 - f. Periods of time outdoors at regular and frequent intervals.
 - g. Periods of play (or free time) and exercise daily.
 - h. Individual storage space for consumer's private use.
 - i. Wearing own clothes
4. All consumers have the right to privacy and dignity.
 - a. All consumers have the right to receive and make unmonitored telephone calls, unless the treatment team has a compelling reason to restrict communication with an individual. The restriction will be limited to a specific person and time limited. Calls are supervised when clinically indicated.
 - b. All consumers have the right to have health information not disclosed without their consent after the age of fourteen.
 - c. All consumers have the right to have their treatment record kept confidential except when federal or state law requires.
 - d. All consumers have the right to privileged communication with those who examine and treat them. Information they disclose may not be disclosed unless:
 - i. The consumer consents, or
 - ii. Disclosure is deemed necessary for the safety of the consumer and/or others.
5. All consumers have the right to communicate.

- a. All consumers have the right to freely communicate with others, including supervisors and administrators.
 - b. The right to normal opportunities for interaction with members of the opposite sex.
 - c. All consumers have the right to see visitors each day e.g., to be visited by family or guardians. If visits cannot be held on site, the program will work with the family to make alternative arrangements.
 - d. All consumers have the right to attend religious services. However, due to geographical and time constraints, consumers may not be able to attend services in their home communities.
 - e. All consumers have the right to send and receive uncensored mail. Consumers may be required to open their mail in front of staff so that staff can verify the absence of contraband material.
 - f. All consumers have the right to have ready access to letter writing materials, including stamps, and the right to mail and receive unopened correspondences under applicable supervision.
 - g. Consumers are able to keep and use own money as explained in YCS Personal Effects Policy and YCS Employment/Volunteer contract.
 - h. All consumers have the right to voice disagreements via the YCS Grievance Procedure.
6. Each consumer shall have the ability to address safety and quality of care concerns. He/she may report their concerns to the appropriate agency:
1. If family/guardian of consumers has a suspicion that a consumer residing at a YCS program is a victim of abuse or neglect, you must call IAU toll-free at 1-877-NJABUSE. Individuals may call in their concerns anonymously.
 2. If family/guardian of consumers has safety or quality of care concerns, they may report their concerns to the Joint Commission at the toll-free telephone number, 1-800-994-6610, from 9:30 AM to 6:00 PM, Monday through Friday. www.jointcommission.org

B. Grievance Procedure

a. Process

- a. When a consumer has a grievance against another consumer or staff person, the following process will be followed:
 - i. The Consumer will first try to resolve all grievances either by:
 - o Discussion in a daily Community Meeting; or
 - o Discussion with his/her Clinician, Residential Assistant, Case Manager, Nurse, or Program Administrator;
 - ii. If the complaint cannot be resolved through discussion¹, the consumer shall complete a formal grievance form.
 - iii. Once this form is completed, the shift supervisor shall contact the Site Administrator for mediation within 24 hours of receiving the Grievance Form.
 - iv. If the issue is not resolved by the Site Administrator, he/she will contact the Regional Vice President for follow-up within 24 hours of the determination that the complaint could not be resolved.
 - v. Each step in the grievance procedure is documented by the Site Administrator or designee in the consumer's clinical file.
- b. In the case of complaints regarding physical abuse, neglect, sexual abuse, a physical control, or significant damage to personal property, refer to the YCS training on Identifying Child Abuse and Neglect.
- c. Consumers may request to call their DYFS worker or any other significant advocate regarding a grievance per the YCS Consumer Rights Statement.
- d. No staff member shall attempt to dissuade a Consumer from using the Grievance Procedure.**
- e. Submitting a grievance will not result in retaliation or barriers to service.**

2. Writing a Formal Grievance

- a. In order for a consumer to submit a formal grievance, the YCS Formal Grievance Form for Consumers (Attachment A) must be completed.
- b. The consumer shall write a statement regarding the incident which includes what happened, when this happened, and where it happened.
- c. The consumer shall give as much information as possible

- d. The Site Administrator shall complete the bottom of this form once the grievance is resolved.
- e. All formal grievance forms shall be filed in a formal grievance log.

3. Consumers Awareness

- a. Upon intake, each consumer and guardian shall be given the consumer handbook which indicates that there is a grievance process.
- b. This policy shall be posted in each home as a means of explaining the Grievance Process.
- c. The YCS Consumer Handbook Receipt which indicates that the consumer is aware of the Grievance Procedure shall be filed in the Intake/Consents section of the clinical chart.

C. Visitation, Communication and Mail

We encourage regular open communication between consumers and their families. We expect the family/guardian to play an active role in the treatment process. There may be times when you may need to contact a family member or guardian, such as in the event of an emergency and/or unusual incident, or for a treatment planning meeting.

Each site maintains its own specific policies regarding visitation, telephone and written communication. The program will arrange visitation, in accordance with each consumer's treatment plan. The visitation policy, which will be explained to you further at the time of your site-based orientation is as follows:

1. Visitation

[\[Program Specific Visitation Information Here\]](#)

In some cases, the consumer's treatment team may restrict visits by specific individuals for a period of time. The restriction will apply to a specific person or persons and is time limited. This will happen when there is a compelling reason to restrict the visitation, such as when a certain visitor may negatively impact the consumer's emotional health and/or progress in treatment. The visits may also be restricted when a judge has ordered that visits with specific persons are not permitted, if the visitor appears to be under the influence of alcohol or drugs, or the visitor is uncooperative with you. You will be made aware of these restrictions [through your site's visitation policy and/or supervisor's log].

2. Mail

Consumers are allowed to send and receive mail. YCS will not restrict the amount of mail a consumer sends or receives, unless a court order or guardian indicates such restrictions or it is clinically indicated otherwise.

- Postage and writing materials for corresponding with family, friends, and other persons will be made readily available.
- No staff shall open a consumer's mail or read a consumer's letter unless the consumer is physically incapable of doing so, and then only in the presence of both the consumer and another staff member. This must then be documented through an incident report.
- A staff member may ask a consumer to open parcels in the staff member's presence with at least one other staff member, as a witness, only if he or she suspects the contents to be contraband, as specified in NJAC 10:127-6.15.
- If the consumer refuses to comply with the staff member's request, the facility shall: store the parcel or letter in a secure place until the consumer complies; is discharged; or gives the parcel to the consumer's parent or guardian.

3. Phone Calls

Consumers are also allowed to call their families during established call times. The call times for this program are as follows:

[Insert Program Specific Telephone Information Here]

D. Consumers' Personal Effects

1. CLOTHING

- a. YCS is committed to ensuring that all consumers have adequate and appropriate clothing.
- b. In every case and at every facility, YCS makes every effort to make sure that the clothing each consumer brings to the facility is appropriately marked and safeguarded.

2. PERSONAL ITEMS OF VALUE

- a. In an effort to provide the best treatment for the consumers of YCS, YCS requests that consumers do not bring any valuable items into the residence. Items on this list might include, but are not limited to:
 - [Insert Program Specific Information Here]
 - _____
 - _____
 - _____
- b. There are accommodations available for the storage of valuable items. All items stored will be documented on the consumer's clothing checklist and filed. All valuable items shall be returned to the consumer and or guardians upon discharge or shall be given to the parent/guardian to take home.
- c. Damage to other consumer's items or to the facility are the consumer's responsibility. The treatment team will determine consequences.

3. OTHER ITEMS THAT ARE NOT APPROPRIATE IN THIS RESIDENCE

(Individual sites may prohibit additional items with approval of the RVP)

- Aerosol Cans
- Items that can be used as weapons
- Toy guns
- Lighters

E. Rules for Consumers

A variety of rules dictate the environment of the residential facility. These rules are program specific, and are listed as follows:

[Insert Program Specific Consumer Rules Information Here. Use the following outline as a guide]

1. Morning Routine
2. Dining
3. Meal Time
4. School
 - a. Absences
5. Behavior
6. Contraband
7. Personal Items
8. Borrowing from other consumers

4. Treatment Planning for Consumers

A. Treatment Team Meetings

Treatment Team Meetings are held on a monthly basis for each consumer. People who are invited to attend the team meeting, based on clinical appropriateness, may be: the consumer, residential staff (including the program clinician and RA), involved family members of the consumer, the psychiatrist/APN, a member of the consumer's school staff, the consumer's DYFS case manager, YCM, or Kid Connection team.

The purpose of the treatment team meeting is to develop a treatment plan for the consumer that includes desired goals for the consumer, how the goals will be worked towards and what role each person working with the consumer will have in working towards goal achievement. As a Residential Assistant, who works closely with the consumers, your input and involvement in the plan and your work towards goal achievement is essential to the process.

Once the initial treatment plan has been created, the subsequent monthly treatment team meetings review the plan, noting the progress or lack of progress towards achieving the plan's goals. Methods of working to achieve the goals may be changed or the goals themselves may be altered. You have the right to ask the clinician about the goals that any consumer is working on, and your role in helping the consumer to accomplish these goals.

B. Therapy

Therapy will be provided to each consumer at YCS. This therapy consists of some combination of individual, group, and/or family therapy. You may be asked to initiate or participate in some form of group treatment. This may include life skills, socialization skills, anger management, etc. The Site Administrator or designee will provide you with further information on your role in a consumer's therapeutic milieu.

C. Communication regarding Consumers

Communication is very important in all YCS Programs. Sharing information with the entire team is essential for the quality of care. The following forms will help you do that:

1. Physical Control Admission Assessment (PCAA) Form

- a. This form is part of the YCS Physical Control Policy (Residential Policies).
- b. This form is completed by the clinician responsible for the intake to capture information from consumers, family/caregivers, referral sources, etc., regarding the consumer's triggers, soothers, preferred behavior management technologies, etc.
 - i. This form can be found in the Behavior Management Binder.
 - ii. If/when there are changes to be made to the information on the PCAA Form, the form shall be modified and dated by the consumer's clinician. Attach a blank page as necessary.

2. Medical/Medication/Diet Alert Forms

- a. Staff shall assume that every consumer may have a Physical Control imposed (as a last resort in behavior management) unless a Medical Alert Form prohibiting/restricting a Physical Control is completed for a specific consumer.
- b. Medical, Medication, and Diet Alerts are completed as needed when any changes occur to the consumer's Medication, Diet, and Health.
- c. Allergies (medical alerts) shall be posted when the consumer enters the program.

3. Alert Status Form

- a. Red and Yellow Alert

- i. An Alert could be used to notify staff of temporary special circumstances that could trigger a crisis situation for a consumer, e.g., death of a parent.
- ii. A consumer is initially placed on Alert for 24 hours. Then Alert status is reviewed at least every 24 hours by the clinician.
- iii. See the Red Alert Policy for more information

4. Logs

- a. The logs and binders in this program are your keys to communicating with other staff about consumers.
- b. Logs will be discussed further in the documentation section.

5. Your Job

A. General Rules and Procedures

1. You should address with your supervisor any questions regarding site specific administrative protocol. You should also be aware of the site specific policy for calling out or calling in late.
2. Office doors must be kept locked when not occupied by YCS Staff. Medical offices and storage areas must be locked at all times except when in direct use by YCS Staff.
3. All Residential Assistants are responsible for the whereabouts and safety of the consumers in their charge.
4. During shower time, a female Residential Assistant must be responsible for the supervision of the female consumers, and a male Residential Assistant must be responsible for supervising male consumers. A female Residential Assistant may supervise younger males during shower time. At no time should a male supervise females while showering.
5. You are entrusted with specific information about your consumers and it shall not be divulged at any time, by any means, unless it is for a valid purpose (e.g. to protect the client or others; for legal reasons; for health reasons).
6. The residence shall assign responsibility for the discipline, control, and supervision of consumers to staff members and shall not delegate that responsibility to other consumers.
7. Physical punishment of consumers is strictly prohibited. The following are some examples of punishment:
 - a. Any type of threat of physical hitting or the use of corporal punishment;
 - b. Forced physical exercise;
 - c. Forcing a consumer to take any position (i.e. standing in a corner, legs crossed, arms folded);
 - d. Subjection to verbal abuse, ridicule, humiliation, or other forms of degradation;
 - e. Deprivation of meals, sleep, mail, clothing appropriate to the season or time of day or verbal communication;
 - f. Mechanical or chemical restraint;
 - g. Assignment of over strenuous physical work;
 - h. Exclusion from any essential program or treatment service, such as education, clinical treatment, or home visits;
 - i. Refusal of entry to the residence;
 - j. Seclusion in a locked room;
 - k. Group punishment based on the behaviors of one consumer. An entire unit or group cannot be detained or made to sit due to the behavior of one or two individual consumers;
 - l. Withholding meals or snacks, clothing or personal care items; and
 - m. Early bedtime.

Doing any of these things may result in disciplinary action.

8. Meals are an ideal time for consumers to relax, share with each other, talk, and socialize.
9. Sometimes consumers threaten to run away, hurt themselves or hurt others. If you hear of such a threat directly or via another consumer, take this seriously and report it to the Supervisor. Immediate steps must be taken to protect the consumer in these situations. Shoes and clothing are not to be taken away from consumers as a means of preventing a consumer from running away.
10. Consumers' clinical files may never leave the facility without permission from the administrator or his/her designee. Each facility maintains a sign-in and sign-out form that must be completed when removing a file from its proper location.

11. Residential Assistants are not to buy merchandise from or sell merchandise to consumers. Residential Assistants are not to borrow money from the consumers nor loan money to the consumers. The exception to this rule is that Residential Assistants may purchase specific items from consumers when the consumer has been approved to sell merchandise for a charitable purpose. When in doubt, please check with your supervisor. Additionally, **Residential Assistants are not to give the consumers gifts unless approved by the Administrator and/or designee.**
12. Residential Assistant's keys are not to be given to the consumers. In cases where the employee loses the employee's facility keys, the employee will be responsible for replacing them at his/her own expense. If this occurs more than once, it may be grounds for disciplinary action.
13. Candles and glass containers are not permitted in the residences. Birthday candles are allowed, but should be blown out after use and retained in the kitchen.
14. You will be expected to accompany consumers offsite. Speak to your Site Administrator regarding expectations while off-site.
15. You may be responsible for cleaning and consumers laundry. Speak to your Site Administrator regarding expectations of these tasks.
16. Personal phone calls are not to be made while the employee is on duty. Personal calls are limited to break time. Long distance calls must be made on your own telephone. Personal cell phones are not to be used while on duty.
17. Residential Assistants must exercise good judgment when in contact with family members of the consumers. Residential Assistants should not make promises to or reveal detailed information about the consumer's status to these individuals. Residential Assistants should never visit the families of consumers when they are not working.
18. At no time is "horseplay" (i.e., wrestling, boxing, etc.) appropriate, either between two or more consumers or between staff and consumers.
19. Each program has a mandatory staff to consumer ratio. This ratio shall be met at all times. See your site specific manual to determine your ratio.
20. Staff shall not leave without the permission of his/her supervisor. In inclement weather and emergency closing situations, staff members are to remain at the residence, on shift, until such time as alternative coverage is provided.

B. Clothing Policy

Residential Assistants are expected to arrive at work dressed in an appropriate manner to work with consumers.

1. Residential Assistants are required to accompany consumers in the facility or on a variety of activities such as doctor's appointments, field trips, and to court appointments. Residential Assistants are expected to dress for all activities in an appropriate manner.
2. Inappropriate attire may include provocative clothing, clothing of a lewd or suggestive nature or writing that contains a negative message, high heels, jewelry that could harm you or the consumer, flip flops, tank tops, etc.
3. Residential Assistants who do not meet these criteria may be sent home to change into appropriate clothing. This will be done at the discretion of the supervisor or CRS.
4. When a Residential Assistant is asked to go home to change, he/she will be asked to swipe out before leaving and swipe back in upon returning to the program. The first infraction will result in a verbal warning. Subsequent incidents may result in a written warning and subsequent disciplinary action.

5. Fingernails must be kept within reasonable length to insure that consumers are not injured during activities. Fingernails should be no longer than one (1") inch in total length.

C. Drug and Alcohol Policy

YCS prohibits the use, possession or distribution of any controlled or unauthorized drug by consumers, staff, or visitors. This includes all controlled dangerous substances, all alcoholic beverages, and any prescription or over the counter drug that is not prescribed by a doctor or APN pursuant to YCS policy. YCS may be obligated to contact the police in the event that controlled substances are found in the possession of YCS consumers, staff, or visitors, or on YCS property. Any employee thought to be under the influence of illicit substances will be asked to leave the program. Disciplinary action (which may result in termination of employment) will occur. Please contact the Human Resources Department if you have any questions about the YCS Drug and Alcohol Policy.

D. Smoking Policy

To maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking is prohibited in YCS's offices and facilities. Because YCS may be subject to criminal and civil penalties for violations of applicable smoking laws, we must insist on strict adherence to this policy. Employees who are caught smoking in YCS's offices or facilities may be subject to disciplinary action up to and including termination of employment. Smoking is also not permitted in all YCS Vehicles.

Please contact the Human Resources Department if you have any questions about YCS's smoking policy. Complaints about violations of this policy should be brought to your immediate supervisor.

E. Documentation

You will come into contact with many documentation requirements as a Residential Assistant. These forms and logs may include:

1. **SUPERVISOR'S LOG** –
 - A) Each shift requires a Residential Assistant with the most seniority to complete a narrative entry in the Supervisors Log which describes in appropriate detail, the events of shift including:
 - i. a summary of the consumer's activities, relevant alert status information;
 - ii. staff issues;
 - iii. any scheduled consumer -related events(i.e., kids going on recreation activity, consumer having a doctors appointment, a case manager coming to see a consumer); and
 - B) Each shift requires the Residential Assistant with the most seniority to complete a Change of Shift Form.
2. **TELEPHONE LOG** - A binder of Telephone Log Forms maintained to track all phone calls from and to the consumers. A list of acceptable phone contacts is also maintained in this log.
3. **VISITOR'S LOG** – A binder of Visitation Log Forms maintained to track all visitors to the program, whether consumer-related, staff-related or program-related. This log will be completed with one page per day.
4. **FIRE & DISASTER DRILL LOG** – A binder containing the following forms which are to be completed monthly.
 - a. YCS Fire Drill Log
 - b. Copy of the Site Disaster Plan
 - c. Disaster Drill Log
5. **COMMUNITY MEETING LOG** – A log documenting the minutes of all Resident Community Meetings, issues raised, resolutions and participants. The log should be completed by residents, if possible, and must contain the signature of the Site Administrator after each entry to indicate the minutes have been reviewed. The log must utilize an accountant-style ledger with numbered pages to ensure that no tampering can occur.

6. **OBSERVATION LOG-** This log contains one entry per consumer per shift on each consumer. It should describe the consumer's progress, issues, behaviors, etc., as they relate to the treatment plan. This log also includes a written description of consumer whereabouts in 30 minute increments and consumer actions during sleeping time in 15 minute increments (there is a separate form for the overnight hours).
7. **BEHAVIOR MANAGEMENT BINDER** – This binder contains information on the consumer's goals and the consumer's triggers and techniques for self-calming. This binder provides a place to document consumer whereabouts and actions for those with Alert Status. This binder can also be used to document behavior management practices within the program.
8. **COMMUNICATION LOG-** This log ensures documentation of organization and program specific communication to all staff. This log is focused on program (not consumer) issues.
9. **SEARCH / SEIZURE LOG-** When contraband/inappropriate items enter a YCS facility, these items shall be removed and/or disposed of. This process occurs as dictated in the Search and Seizure policy. All items deemed contraband or inappropriate will be removed from the consumer. This search is conducted in the presence of two staff members, one of whom has supervisory or administrative responsibility.
10. **Incident and Physical Control Reporting**
 - i. An incident is any significant, unusual or dangerous behavior involving a program participant.
 - ii. All incident reports and physical control report must be completed in their entirety. If a part does not apply or is unknown, note N/A, or unknown.
 - iii. Thoroughly describe the event. Give details, but do not write word for word what you, the consumer, or other staff stated.
 - iv. All incident reports and physical control report must be reviewed by the Nurse, CRS, Site Administrator and Clinician.
 - v. Be sure to follow-up on all incidents including the staff and consumer debriefings that must occur after a physical control.

When documenting, it is important that information is clear and factual. Documentation is a form of accountability; it can contribute to gaining knowledge of exactly what occurred in a given situation. Handwriting must be legible. Information must be accurate. Be sure to tell the whole story, not just the instigating factors and/or the result. For more information on logs, see the log guide.

F. Training

You will be expected to attend trainings throughout your tenure at YCS. You will attend a 5 day orientation through the training department before starting your job on-site. Trainings are also offered almost daily throughout the agency. You will be expected to attend CPI, suicide prevention, alcohol and substance abuse, diagnosis and CPR annually; while other trainings as they interest you or as your supervisor dictates. It is your responsibility to sign up for and attend these trainings. A monthly training schedule is posted at each site for your review.

G. Boundaries/ Professionalism

Appropriate, clear boundaries with consumers are crucial and must be achieved and maintained. Consumers will be observing everything that you do and say. You will be a role model for the consumers in your program. As a result, you must be aware of how you present yourself. Some personal disclosure is appropriate (i.e. I was on my high school football team or my favorite color is blue). Staff shall not share any intimate details of their personal lives with consumers no matter what the circumstance.

Employees working for Youth Consultation Service and also working for another agency shall not have dual relationships with consumers. Please address any potential conflicts of interest with Human Resources.

There shall be no personal, off premises post discharge contact with consumers who were previously treated by YCS under any circumstances. Consumers are welcome to come to the program to see their previous staff members or call to say how they are going; however boundaries must be maintained. Any post-discharge contact with a consumer must be disclosed to your supervisor.

YCS does not sanction inappropriate behaviors. Inappropriate behaviors may include but are not limited to bullying, belittling, verbally attacking a consumer (or staff), ostracizing, name calling, horse playing, or flirtatious interactions.

H. Supervision/ Performance Evaluation Process

The consumers that are in these programs will often challenge you. They may also trigger personal issues for you. Sometimes it may even feel as though your techniques for handling the consumers and their many needs are not effective. During these times, talk to your supervisor and identify these issues. Meeting regularly with your supervisor is required. Make sure you ask for more supervision if you feel that you need it.

A performance evaluation is required at the end of your 90 day introductory period as per section 1.01 of the YCS Policy Manual. If you have been employed six months or more at the end of a fiscal year, a performance evaluation will be completed sometime after the completion of the fiscal year. Please refer to sections 2.02 Increases in Salary/Wages and 4.01 Performance Evaluation of the YCS Policy Manual for more details.

6. Safety Training

A. Creating a safe environment

Every residential program has a set of rules that are designed specifically for the age and type of consumer that resides at the program. Your Site Administrator or designee will explain these rules to you. They are also posted in noticeable locations at each site. By helping consumers to follow the rules of the program, you will help to create a safe environment in your program.

B. Medical Department Information

1. Communication between the RAs and nursing department
 - a. Communication between the nursing department, the clinical department and you is essential where the health and well-being of the consumer is concerned.
 - b. Communication may occur through verbal discussion, treatment conferences, and documentation.
 - c. A change in the consumer's medication is communicated through the Medication Alert Forms.
 - d. Any medical treatment will be communicated through the supervisors log and/or the medical referral form as dependant upon your specific program. Medical alerts will be posted in the consumer's MAR with further information regarding the consumer's medical treatment. Consumer medical appointments are posted in the nurse's office as well as the community calendar. Referral packets to take to the appointment are kept in site specific areas-usually in the nursing area.
 - e. The On Call Nurse shall be called when a consumer is ill, physically controlled, or if there is a medical question or a medication question (refusal, missed dose, missing medication, etc.)
 - f. RA's are required to monitor each consumers response to medication including his/her behavior and any side effects and document this daily on the Behavior and Side Effect Monitoring Form. If a consumer has side effects from a medication, report this to the nurse or on-call nurse immediately and document this through the side effects log which accompanies every medication.
 - g. RA's shall refer to the Behavior and Side Effect Monitoring Form for a list of potential side effects for the psychotropic medications the consumer is taking. Additionally, Medication Information Sheets for all medications are kept in the Medication Administration Record (MAR) as a reference. Consumer specific medication education information is kept in a site specific area for the consumer to refer to at any time.

h. If an employee is injured on the job, this is reported to the Site Administrator and Human Resources. The employee will then fill out a First Report of Injury. This must be signed by a supervisor. The employees will then go to the nearest urgent care center or hospital.

2. Medication

- a. Medications can be administered by the RA once the RA has gone through medication training during orientation and the practical hand-on training at the site by the nurse.
 - i. This training is repeated annually and each time a medication error occurs.
 - ii. A score of 75% or higher and a demonstration of dispensing medication must be achieved in order to administer medication.
- b. Consumers are only given medication that is prescribed by a physician or Advanced Practice Nurse and may include both routine, daily medication and/or as needed medications such as Tylenol or Motrin for pain.
- c. All medications given to consumers are documented in the Medication Administration Record (MAR) as per the YCS Nursing Policy on Training Staff to Administer Medications.
- d. RAs are required to immediately report all Medication Related Incidents to the nurse on site or nurse on-call.

3. Medical Emergency Procedures if an on site nurse is not available

- a. If an RA is supervising consumers and a medical emergency arises:
 - i. Remain with consumer;
 - ii. Send/Call for assistance;
- b. Provide first aid and supportive care until assistance arrives (see first aid manual);
- c. Call the on-call Nurse and Site Administrator to report the incident and receive directives;
- d. Accompany the consumer to the hospital via ambulance or in the facility vehicle;
- e. When accompanying a consumer to the hospital, make sure to take the Emergency Medical Folder that is ready at each site. This folder includes all required medical information on each consumer;
- f. Stay with consumer until discharged or admitted to the hospital or until the Site Administrator or designee states otherwise;
- g. Return the Emergency Medical Folder and any emergency room records to the nursing office;
- h. Call the on-call nurse if a physician order (prescription) is issued by the hospital.

4. Infection Control

- a. Hand washing is the most important way to diminish infection.
- b. Employees suspected of having, or with communicable disease, must report to their personal physician for clearance to work.
- c. The Hepatitis B series is offered by YCS upon employment and as requested.
- d. The flu vaccine is offered free of charge annually by YCS.
- e. Orientation to universal precautions and blood borne pathogens shall be given at the initial time of employment (through the scheduled general orientation program) and annually.

B. Psychiatric Emergency:

- a. If a consumer is destructive or threatening harm to self or others:
 - i. Remain with consumer;
 - ii. Maintain a safe environment
 - iii. Call the clinician, case manager, CRS, or site administrator per your program policy;
- b. Follow the Alert policy as indicated below.

C. Alert policy

At intake, a decision is made about a consumer's Alert Status, considering his/her individual situation, site environment, and site nature and structure. The initial risk assessment completed at admission is reviewed at treatment team meetings and, as necessary, thereafter.

There are three "Alert" levels based on the individual consumer's health and safety needs. Staffing levels are adjusted to effectively implement interventions, when needed.

Alert Status	Risk Level
RED	Significant threat of harm to self or others
YELLOW	Exhibiting behaviors that concern staff
GREEN	No immediate health or safety concerns (Normal Status)

Some typical situations which trigger a Red Alert include when a consumer threatens, attempts, or does:

1. Run away
2. Attempt suicide or make suicidal gestures
3. Set a fire
4. Commit serious acts of aggression
5. Commit any other attempt to place him/herself and/or others in danger.
6. Create risks deemed appropriate for Red Alert by the supervising clinician or case managing clinician.

It is the responsibility of the consumer's clinician to monitor the consumer's status and recommend introduction or termination of any Alerts. All decisions to terminate or decrease a consumer's Alert Status must be done in consultation with and with the approval of the site psychiatrist/psychiatric Advanced Practice Nurse (APN) and based on a quorum of at least three of the following persons: case manager, case managing clinician, site administrator, Coordinator of Residential Services (CRS), shift nurse, nursing manager, and Residential Assistant Supervisor (RA).

The supervising clinician, clinician, case manager, CRS, or site administrator initially places a consumer on Red or Yellow Alert for 24 hours. If the consumer is on Red or Yellow Alert, the clinician is required to reassess the need for the Alert level and nature of interventions at least every 24 hours.

While on Red (or Yellow, if deemed necessary) Alert, the consumer may not leave the facility and may not go on home visits the weekend following the imposition of the Alert, as decided by the treatment team.

Consumers on Red or Yellow Alerts:

1. Will be permitted to attend school, unless the treatment team deems it inappropriate,
2. Are permitted to attend therapeutic or court related activities, provided they are driven to and from the activities by staff,
3. May be permitted to have phone calls of up to 15 minutes in length but must be observed by staff during the phone call.

D. Fire Drills

Evacuation refers to the movement of consumers and personnel from the residence in as rapid and safe a manner as possible under existing conditions. You may need to evacuate consumers and personnel from actual or threatened danger. All consumers, regardless of condition, are moved from the unit to the facility's designated location for evacuation. Your site's plan will be shared at orientation and reviewed regularly.

Every program is required to complete at least one fire drill monthly in order to practice these evacuation procedures. Your Site Administrator or designee will let you know who is required to initiate these drills and when.

E. Fire Extinguishers

You will be trained at orientation in the use of Fire Extinguishers. Each site has fire extinguishers. The location of these extinguishers is located on the emergency evacuation floor plan. Some sites are also equipped with an Ansul Suppression system over the kitchen stove. Refer to your Site Specific Utilities Manual for more information on this system.

F. Disaster Drills

Every program is required to complete biannual disaster drills. Each program has a disaster plan, which will instruct you on specifically what to do and where to go in case of a drill, or a real emergency. Your Site Administrator (or designee) will show you a copy of the “disaster plan” during orientation to the program. You need to review and understand all aspects of this disaster plan.

G. Runaway Procedures

Once a consumer is admitted to the program, he/she is not permitted to leave without permission. If the consumer leaves without permission or notice, every effort shall be made to ensure that he/she returns to the program in a safe and timely manner.

If a consumer runs away:

- A report will be made to DYFS (if the consumer has a DYFS worker) within one hour of discovering that the consumer is missing.
- The police must be notified within one hour of discovering that the consumer is missing.
- The consumer’s Family/Guardian will be notified within one hour of discovering that he/she is missing.
- The consumer’s YCM, CMO, or UCM will also be notified of the consumers status by the next (business) day.

Upon returning to the program if a consumer runs away, a Nurse or Medical Professional will evaluate the consumer. The consumer undergo both drug and/or alcohol screening in program or at the emergency room as based on the consumer’s behavior at that time or on previous case history.

H. Search and Seizure Policy

1. DEFINITION OF CONTRABAND/INAPPROPRIATE ITEMS

Inappropriate items/contraband includes, but is not limited to:

- a. Drugs and alcohol
- b. Items of value (e.g., jewelry, money, etc.)
- c. Items of potential danger (e.g., toys having sharp edges or of solid weight, ropes, chains, etc.)
- d. Items of weaponry (e.g., knives, box cutters, guns, clubs, etc.)
- e. Items with potential to elicit aggressive or sexual behaviors (e.g., pornography, games or other items depicting violence, etc.)
- f. Personal items, such as I-pods and cell phones, unless approved by the family/guardian and the YCS treatment team.

2. DISPOSITION OF CONTRABAND/INAPPROPRIATE ITEMS

Consumers, who have been on home visits or off grounds for any reason, will be asked not to bring any items back to the residence that they did not have when they left the residence. Upon their return, consumers will be asked if they have brought back any items (including money). Inappropriate items will be confiscated by the attending staff and handled in the following manner:

- a. The item(s) will be secured in the Supervisor’s or Administrator’s office.
- b. The seizure shall be logged and documented on an Incident Report Form.
- c. In all cases when something is taken from a consumer, the family/guardian will be notified within twenty-four (24) hours.

- d. The personal property will be returned to the family or guardian at the earliest possible date.
- e. Illegal items may be turned over to the police.
- f. Items such as glue, correction fluid, etc., may be disposed of by YCS staff. In this case, the disposal will take place in the presence of two staff members, one of them being a supervisor. This will be documented in the incident report and in the search log.

3. REQUEST TO VOLUNTARILY SURRENDER CONTRABAND

When the staff has a reasonable suspicion that a consumer is carrying inappropriate items or other contraband in a garment, pocket, purse, or other possession within the consumer's immediate control, the facility shall ensure that the staff member:

- a. Asks the consumer to empty voluntarily any garment, pocket, purse or other possession;
- b. Inspects all such items that are in plain view.

4. INVOLUNTARY SEARCH

In the event that a consumer refuses to cooperate in the above voluntary policy and staff believes that the consumer may have inappropriate items in his/her possession:

The consumer shall be asked again in the presence of a staff witness to present the object. Should the consumer still refuse,

- a. The consumer shall have the following steps explained and then shall again be asked to present the object. Should the consumer still refuse:
- b. The supervisor will determine whether a search shall be ordered. Should the supervisor deem this necessary:
- c. The police will be called to conduct the search.
- d. The family/guardian will be notified of the search conducted by the police.

5. ROOM SEARCHES

If facility staff has reasonable suspicion that a consumer's room or other possessions not within a consumer's immediate possession or control contain contraband, stolen property or weapons, the facility may conduct an unannounced search if:

- a. The search is conducted in the presence of two staff members, one of whom has supervisory or administrative responsibility.
- b. The facility allows the consumer an opportunity to be present during a search. If the consumer declines the opportunity, the staff members may conduct the search in the consumer's absence.
- c. When unannounced room searches occur, as specified in above, the facility shall verify which consumer is responsible for any weapon or contraband brought into the facility before imposing a disciplinary action or sanction on the consumer. YCS does not impose sanctions on a group of consumers for the action of an individual.

6. FRISK SEARCH

Frisk searches will not be conducted by YCS staff. This includes reaching into pockets or asking consumers to remove clothing or shoes.

7. ELECTRONIC METAL DETECTOR WANDS

YCS residential facilities do not use electronic metal detector wands for search of consumers.

8. DOCUMENTATION OF SEARCHES

All searches will be logged in the search log. In the case of seizure of contraband/inappropriate items, an incident report will be completed.

I. Drug and Alcohol Policy for consumers

DRUG AND ALCOHOL TESTING POLICY

It is the policy of YCS to provide safe treatment for all of the consumers in our care. As such, any time a consumer is suspected of being under the influence of alcohol or drugs that were not prescribed for him/her by a licensed pediatrician/pediatric APN, we conduct drug and alcohol screenings as outlined below. This screening is done for a variety of health and safety reasons. These include the

fact that many of the consumers in our care are being treated with prescribed psychotropic and other medications and we have concerns about possible drug interactions. Additionally, even if a consumer is not taking any prescribed medication, the use of unprescribed drugs can result in severe illness and even death. As such, YCS takes this matter very seriously and makes every effort to ensure the safety of the consumers in our care.

Before a program conducts a blood or urine screening on a consumer to determine substance abuse, the program will ensure that:

1. Substance abuse screenings are conducted only under the following limited circumstances:
 - a. When ordered by the court,
 - b. When ordered by a pediatrician/pediatric APN who has determined that such screening is necessary through review of the consumer's previous case history and current behavior; and
2. Substance abuse screenings are conducted only if:
 - a. The program has informed the consumer and family/guardian, if available, beforehand about the screening;
 - b. The program may use a licensed facility to conduct the screening, including obtaining the sample and completing the analysis;
 - c. YCS programs are certified to use Clinical Laboratory Improvement Act approved home test kits, administered by trained staff as ordered by a doctor/APN.
 - d. The facility ensures that the consumer has privacy when a urine sample is collected, unless the facility documents that the consumer has a history of falsifying samples. If the consumer has such a history, the facility shall request appropriately trained staff of the same sex as the consumer to witness and verify that the consumer is not falsifying samples; and
 - e. The facility verifies the accuracy of all positive tests through a second screening; and
3. Substance abuse screenings are discontinued whenever previous screenings result in three consecutive negative readings after the initial positive reading was documented, unless a court order requires continuous screenings.

J. Physical Control Policy

From time to time it is necessary to physically control a consumer in order to help him or her to regain control over him/herself and his/her behavior if s/he is a danger to him/herself or others. Physically controlling a consumer means that the consumer is held by staff in a way that will restrict movement of the body, preventing the consumer from engaging in the dangerous activity. Physical Control is a last resort and may only be utilized by trained, certified staff. Procedures and documentation shall be completed in accordance with YCS Physical Control Policy.

K. Crisis Prevention and Intervention/Handle with Care

1. YCS policies and philosophy:

- a. Crisis Prevention and Intervention (CPI) is a safe non-harmful technique used for de-escalation.
- b. Handle with Care (HWC) is a behavioral management system.
- c. Reward positive behavior, rather than punish negative behavior.
- d. Therapeutic holds are to be used as a last resort when all other methods of intervention have been exhausted or the consumer is a danger to him/herself or others.
- e. Therapeutic holds are not intended to be used as punishment.
- f. The YCS approach to crisis intervention takes into consideration that poor behavior management by many of our consumers is an outcome of their problems and/or a side effect of the medication they are taking.
- g. The YCS approach to non-violent crisis intervention may differ substantially from the personal approach of a staff person.
- h. YCS expects each staff person to follow the YCS policy even if it differs substantially from the staffer's personal approach.

- i. Staff should support one another in a crisis situation. Staff will be taught how to help effectively when another staff person is overwhelmed and/or unable to de-escalate.
2. **will be trained in the following CPI Units at Orientation and annually thereafter**
 - a. UNIT I: The CPI Crisis Development Model
 - b. UNIT II: Non-Verbal Behavior
 - c. UNIT III: Paraverbal Communication
 - d. UNIT IV: Verbal Intervention
 - e. UNIT V: Precipitating Factors, Rational Detachment, Integrated Experience
 - f. UNIT VI: Staff Fear and Anxiety
 - g. UNIT VII-VIII-IX: Personal Safety Techniques
3. **Incident Reporting**
 - a. For each incident and each consumer involved in the incident, you need to write an incident report.
 - b. For each physical control that occurs in the program, you will need to write a physical control (incident) report.
 - c. See the Policy and Procedure for Incidents and the Physical Control Policy for more information on reporting procedures.

7. Reporting your concerns

New Jersey law states that any person having reasonable cause to believe that a consumer may be subjected to child abuse or acts of abuse shall report this information immediately to the Division of Youth and Family Services (DFYS). You are responsible to contact Centralized Screening (of Institutional Abuse) at 1-877-NJABUSE if a consumer reports abuse. A person who knowingly fails to report suspected abuse or neglect according to the law or to comply with the provisions of the law is a disorderly person and subject to \$1000 or up to six months imprisonment or both.

Each employee may consult, and if necessary, get assistance from either the Supervisor or Administrator in making the actual report. Such reports, where possible, shall contain the names and addresses of the consumer and his/her parent, guardian or other person having custody and control of the consumer, the consumer's date of birth, the nature and extent of the consumer's injuries, abuse or neglect, any evidence which may substantiate the allegation, and any information that may be helpful with respect to the alleged abuse and the identity of the perpetrator of the said abuse.

Abuse falls into five categories:

1. **ABUSE** - Permitting a consumer to engage in any activity that may be injurious to his/her health, well-being, or morals; allowing a consumer to witness an employee's use of profane, indecent or obscene language or an unlawful, immoral or indecent act, use of excessive physical restraint under circumstances which do not indicate the consumer's behavior is harmful to himself/herself, others or property; or isolating the consumer from ordinary social contact under circumstances which indicate emotional or social deprivation.
2. **ABANDONMENT** - Failure to properly supervise a consumer so that a consumer shall be exposed to physical or moral risk.
3. **CRUELTY** - Administration of corporal punishment (hitting, pinching, hair pulling); inflicting upon a consumer unnecessary emotional or physical suffering or pain (such as name calling, public humiliation) tormenting; exposing a consumer to unnecessary hardship, fatigue or mental or physical strains that may tend to injure the emotional, moral or physical well-being of the consumer.
4. **NEGLECT** - Failure to provide food, clothing, maintenance or medical attention to a consumer.
5. **EXPLOITATION** - Taking advantage of a child, including child labor, manipulation, and intimidation.

Witnessing and allowing any person to commit the above outlined acts, is considered abuse. Likewise it is considered abuse if an individual makes no attempt to stop or report it.

Clarifications of any of the above categories of abuse can be obtained by contacting your Administrator or the Institutional Abuse Screening Unit in Trenton.

PROCEDURE FOR MAKING A REPORT OF ALLEGED ABUSE OR NEGLECT:

- 1. ALWAYS ENSURE THE IMMEDIATE SAFETY OF CONSUMER(S)**
- 2. SEEK MEDICAL TREATMENT, BRING CONSUMER TO NURSING STAFF**
- 3. CONTACT CENTRALIZED SCREENING AT 1-888-NJABUSE**
- 4. NOTIFY IMMEDIATE SUPERVISOR OF INCIDENT OR ALLEGATION**
- 5. IMMEDIATE SUPERVISOR WILL NOTIFY SITE ADMINISTRATOR OF INCIDENT OR ALLEGATION WHILE THE STAFF MEMBER (WITNESS) OF THE INCIDENT OR ALLEGATION MAKES THE REPORT TO DYFS INSTITUTIONAL ABUSE (IA) UNIT**
- 6. COMPLETE AN INCIDENT REPORT**
- 7. FOLLOW AND DOCUMENT THE RECOMMENDATIONS OF DYFS IA**

IN THE EVENT YOUR IMMEDIATE SUPERVISOR IS ALLEGED TO BE INVOLVED IN A REPORT OF ABUSE OR NEGLECT, YOU WILL NOTIFY THE NEXT STAFF IN THE CHAIN OF COMMAND FOR DIRECTIONS AFTER CALLING DYFS IA.