

Counseling for School Success  
Day Treatment  
Program Handbook



Racker



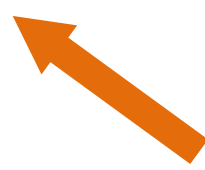
Counselor



Teacher



Home School



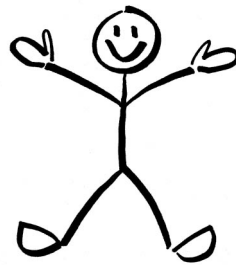
Community-based  
Service Provider(s)



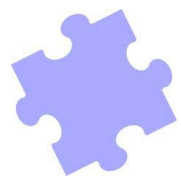
Psychiatrist  
Nurse Practitioner



Your Child



Parent/Guardian



BOCES



## Who We Are

Your child will attend school at TST BOCES Smith School Turning Point Program. The Day Treatment program is a collaboration of TST BOCES and Racker. Counseling for School Success staff is employed by Racker to provide mental health Day Treatment services to your child. Counselors are part of your child's school program every single day.

## What We Do

We provide school -based mental health and case management services that include individual, group, family, and medication therapies as well as crisis intervention. We team closely with classroom staff, you and community-based providers, as necessary, in order to best meet your child's needs. We strive to teach your child improved coping, anger management, and emotional regulation skills as a foundation for improved decision-making. Ultimately, we want your goals and our goals to be the same and when it makes sense to everyone, we want your child to return to their home school.

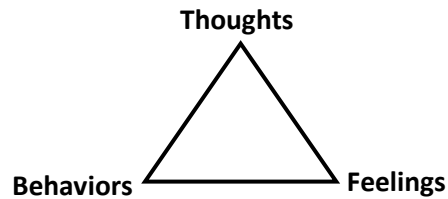
## We Believe...

- your child is resilient
- your child is capable of social and academic success
- your child **wants** to feel better and behave differently
- your child can make good choices
- your child should be an active participant in his/her treatment
- person-to-person relationship skills, problem solving, learning how to correct mistakes and avoid similar ones in the future need to be taught and practiced
- ***your involvement, support and active engagement in treatment significantly increases your child's chances of success in all areas***

We use the Circle of Courage philosophy to guide our understanding of and work with your child. The Circle of Courage outlines four key areas that are critical to healthy human development: **Belonging** is the acceptance, attention and affection of others. **Mastery** is the success that brings satisfaction and a sense of purpose. **Independence** is the ability to separate and manage on one's own. **Generosity** is making a contribution to the larger community that increases awareness of the needs of others.



We use the **Cognitive Behavior Therapy** model to give your child a framework within which to better understand the connections between their thoughts, feelings and behaviors. Your child may talk about his/her “triangle “as a way to puzzle through issues/concerns they may have.



## Your Role

We know there are many challenges in parenting a child with social-emotional issues and we also know that ***you are your child's best resource*** and we need your ***active*** and ***engaged*** involvement in his/her treatment to make the best use of all we have to offer. We can provide parent education, linkages to community-based resources, advocacy and family counseling/support and will work with you to identify what would be most helpful. This can take many forms: daily and/or weekly phone contact; weekly, bi-weekly, monthly and/or quarterly in person contact; and timely meetings based on your child's functioning. We ask that you join us in being curious, patient and responsive as we seek to engage your child in a successful school experience.



## Crisis Intervention

We have friendly, highly trained staff (support team) with specific spaces (support rooms) who work with your child when he/she experiences emotional distress. Their job is to help keep your child safe, teach them self-regulation skills, get them to re-engage their thinking brain, and return them to class as quickly as possible. Our students are often very connected to and fond of support staff. Support staff and classroom teams work closely together in addressing issues that may arise with your child. When your child experiences periods of crisis we want and may need close contact with you. We ask that you be responsive to our phone calls and/or requests for meeting(s) as we work to keep your child safe.



## Treatment Planning

Treatment planning meetings occur every three months and provide another opportunity for us to meet and review your child's progress. These meetings include yourself, your child, your child's teacher and counselor, and community-based service providers as appropriate. Areas of progress and challenge for the previous three months are discussed and plans made to address these areas. Furthermore, we discuss long-term goals that help guide your child toward discharge.

## Collaboration



We work closely with numerous community agencies. Depending on your child's needs we may work with any of the following: Dispositional Alternatives Program (DAP), Multi-Systemic Family Therapy (MST), Tompkins County Probation, Tompkins County DSS, your child's home school (CSE), Tompkins County Single Point of Accountability (SPOA), and Learning Web just to name a few. We will include you in discussions about what services could be helpful in addressing areas of concern; your input helps us arrive at the best decision.



## Disagreements



Disagreements are hard to avoid in this work. We work hard to have all members of your child's treatment team gain a shared understanding of your child's needs. We ask that you always remain in conversation with us; especially when you're angry. Continued communication will help resolve disagreements more quickly and provides a great example for your child about maintaining connection and respect even when people have hard feelings.

If these discussions don't adequately address your concerns, you can request a meeting with the director, Sarah Tarrow. She will listen to and discuss your concerns with you. If further steps are necessary, she will give you the necessary contact information.

## Medication Therapy

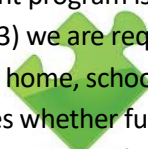


We provide in-house psychiatric services through our Child and Adolescent Psychiatrist, Dr. Dibble and our Psychiatric Nurse Practitioner, Melanie Novick, NP. Medication therapy needs are assessed at intake and throughout the course of your child's time in our program. As with all parts of this program, we need significant home/school communication and regular in-person contact in order to safely and effectively treat your child. ***As with all medications, it is critical that they be given as prescribed; no changes should be made without consultation with the prescriber.*** Our program nurse, Pauline Conroy, RN will be in regular contact with you to schedule appointments, respond to questions/concerns and provide the linkage to Dr. Dibble and Marlea Allan, NP. Medication therapy occurs only with your informed consent.



## Mandated Reporting

Each person within the Turning Point program is a mandated reporter. What this means is under NYS law (NYS Social Service Law 413) we are required to report any suspected abuse/neglect of your child. This applies to events at home, school or in the community. When a report is made, the person receiving the call determines whether further investigation is needed. You will be informed of all calls and local investigations; unless it is felt that doing so would place your child at further risk. We hope that you understand this responsibility and will work with us to resolve related issues and concerns.



## Your Access to Records

You may request a review of your child's clinical record by scheduling a meeting with Sarah Tarrow, Program Director.

## Problems or Complaints

You have the right to information on how to make a complaint. A provider of service must give a notice of recipients' rights to each person upon admission, and post the rights in a conspicuous location. If you have a problem or complaint, the person who runs the program (Sarah Tarrow 607-257-1555 ext. 5052) is responsible for making sure your rights are protected. If this does not work, or is inappropriate, another organization that can help is:

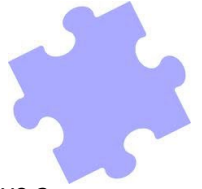


New York State Office of Mental Health  
44 Holland Ave., Albany NY 12229  
Toll free: 1-800-597-8481, En Espanol: 1-800-210-6456,  
TDD 1-800-421-1220 for the deaf or hearing impaired

## Client Rights

As a person who is receiving services from Racker, you have certain rights.

- Access to services without regard to age, race, color, sex or other arbitrary standards.
- The right to an individualized plan of treatment services and to participate to the fullest extent consistent with the child/parent/guardian capacity in the establishment and revision of that plan.
- The right to a full explanation of the services provided.
- The right to participate voluntarily in and to consent or object to treatment.
- The confidentiality of clinical records shall be strictly maintained.
- You will have access to your child's clinical records. (As per Mental Hygiene Law, Section 33.16)
- The right to receive clinically appropriate care and treatment that is suited to strengths and needs and skillfully, safely and humanely administered with full respect for dignity and personal integrity.
- The right to be treated in a way that acknowledges and respects your cultural environment.
- The right to a maximum amount of privacy consistent with the effective delivery of services.
- The right to freedom from abuse and mistreatment by employees.





## Emergency, After Hours Coverage

Racker maintains an on-call system for you and your family. You are encouraged to call after hours with medication-related questions or needs, and for consultation and support regarding an immediate or deteriorating situation. The number to call is (607) – 280 – 1447. Families should continue to call 911 or the police if there is a situation that involves safety issues regarding your child or others. Our coverage should not be considered an emergency service.

## Our Hope...

- Is to work collaboratively, bringing all the pieces together, to gain a better understanding of your child's strengths and challenges to help your child have a happy and successful life.

