



Comprehensive
HEALTHCARE

CLIP Handbook

Visiting Hours

**Monday to Friday
6:00PM to 7:00PM**

**Weekend & Holidays
11:00AM to 12:00PM & 6:00 to 7:00PM**

Two Rivers Landing
504 South 3rd Avenue
Yakima, WA 98902
(509) 469-3727

A Message from Two Rivers Landing Community

Welcome to Two Rivers Landing Children's Long-term Inpatient Program (CLIP) Facility. We are dedicated to providing you an environment that enhances quality of life. It is our intent to make this facility as comfortable as possible. We are committed to providing the best possible care and service.

Following is some general information we hope you will find useful. We recommend that you read this entire handbook and keep it in a place where you can easily refer to it should questions arise.

If you or your family members have any questions, need information or additional explanation about our services, please ask one of us.

Two Rivers Landing Residential Facility is open 24 hours a day, 7 days a week.

Comprehensive provides services to all people without discrimination due to race, religion, creed, color, sex, age, national origin, ethnicity, physical, sensory or mental disability, marital or veteran status, sexual orientation or any other basis prohibited by federal law.



Mission Statement

"Our mission is to provide innovative behavioral health care, community education and services to individuals, families and organizations."

About our Program

Two Rivers Landing, the youth residential treatment facility of Comprehensive Healthcare, provides CLIP treatment for youth who suffer severe emotional disturbances . The program has a maximum capacity of 6 CLIP beds available to youth, male or female, twelve to seventeen years of age. Youth who enter into the program are in need of more intensive evaluation and stabilization services than can be provided on an outpatient basis.

The facility meets all state WAC requirements. The co-ed, - 6 bed, free standing facility has 6 single bedrooms and 10 bathrooms. Living and dining rooms, classroom space, therapy rooms, and recreational areas are provided.

Two Rivers Landing incorporates a non-violent, trauma-informed system of care utilizing the evidenced based "Enhancement Model of Care." In keeping with the spirit of the model, and the philosophy of the program, Two Rivers Landing does not have a seclusion or restraint room. The program utilizes a sensory room to teach coping and de-escalation skills and offers an optional quiet room for youth who need a place to calm down. Staff is extensively trained in preventing and de-escalating unsafe behaviors. In the event that a child is unable to regulate their emotions and is engaging in self-harm behaviors the staff will manually restrain the person until they are able to regain control of their behavior. The overall goal of the program is to provide stabilization, evaluation and treatment in a relatively brief period of time so that the youth is returned to his/her community as soon as safely possible. The average length of a stay is expected to be 4 to 6 months, with discharge planning commencing at intake.

A multidisciplinary treatment team consisting of psychiatrists, ARNPs, nurses, child mental health specialists, mental health workers and case managers develop and implement the treatment plan for each youth. Two Rivers Landing utilizes a strength based, systemic approach, coupled with cognitive behavioral therapy. Strengths and needs are assessed in a variety of domains to include: trauma, propensity for violence, coping and emotion regulation skills, physical, emotional and spiritual wellness, social supports, leisure and recreational opportunities, as well as the traditional psychological, psychiatric, educational and behavioral assessments. Every youth is discharged with an individualized wellness plan to assist in a successful transition to their home community.

Two Rivers Landing is highly committed to individualized assessment and treatment planning. The treatment team meets every week for interdisciplinary communication and treatment planning about the youth in care.

The milieu is structured with individual therapy, various group therapy, family therapy, recreation/leisure/ health therapy and education, sensory room time, and free time. Family therapy is a vital aspect of treatment. Although it is the youth who is admitted to the facility, it is the philosophy of Two Rivers Landing that treatment must include parents/guardians or other community support members as appropriate. Family involved in treatment is vital to the success of a stay and the treatment team will actively

reach out to family members for input and to be active throughout the treatment process. The transition coordinator will actively help collaborate with outpatient providers as well as find and schedule appointments after discharge to ensure that care is continued in the outpatient setting. Additionally, Family/Guardian visitation is available twice a day.

School

School is provided through the Yakima School District. Clients participate in online school, but attend in person daily. Staff members transport youth to school and stay on site the entire day.

Recreation

All youth participate in recreation therapy. A recreation therapist completes an assessment upon admission and creates recreation goals for treatment. Youth are able to work toward these goals in a variety of settings, including school, public libraries, volunteering opportunities, the YMCA, a variety of hikes and outdoor activities, as well as reward outings such as movies and restaurants.

Services Provided

Meals

Three nutritious meals and snacks are served daily. There can be accommodations made for special diets and there are alternatives offered for each meal served.

Medication Management/Medical Services

Twenty-four hour medication monitoring and supervision of the community members provided by licensed nursing staff. Ongoing contact with the community member's treating medical provider and review of the community members' behavior by residential staff will assure quality medication management services.

Trainings/Groups

Groups occur throughout the day and participation is strongly encouraged to promote recovery. Community members are encouraged to participate in activities of daily living, and social and recreational activities. Staff will be available to assist as needed in coordinating such activities.

Laundry Services

Laundry services are provided to the community members by the Two Rivers Landing staff.

Housekeeping Services

Community members are encouraged to maintain their personal living quarters. If you have difficulty maintaining your personal space, please ask staff for assistance.

Your Rights

You should have received a full copy of your Residential Rights upon admission to the facility. Additionally a full list of community member Rights is posted in the facility for your convenience.

Your Responsibilities

In order to protect your rights and the rights of others, we ask that you assume some reasonable responsibilities:

1. Treat others with dignity and respect
2. Maintain the confidentiality of others
3. Work with the staff of Two Rivers Landing to maintain a safe, secure and respectful environment that is:
 - a) Weapon free
 - b) Drug and Alcohol free
 - c) Free of aggressive or violent behavior
 - d) Smoke free
 - e) Free of abusive or threatening language
4. Accept responsibility for your own actions
5. Set goals for yourself
6. Be involved in your treatment

Confidentiality

No confidential information, including whether you are or ever have been in services at Comprehensive, will be disclosed unless:

1. You sign a Release of Information authorizing us to disclose this information
2. Your therapist or case manager thinks you are in danger of harming yourself or someone else
3. Your therapist or case manager has any reason to suspect a child, developmentally disabled or elderly person is being abused or neglected
4. The release of information is court-ordered, or otherwise legally required
5. It is requested by your primary care physician
6. It is necessary for authorization and payment by insurance, Medicare, Medicaid, etc.
7. Other reasons as allowed or required by law

Complaints

You and your family have the right to express dissatisfaction regarding the treatment and care you receive from Comprehensive.

Comprehensive encourages you and your family to resolve any dissatisfaction with treatment and care directly with your case manager, therapist or physician. However, in the event that it is not possible, we have established a process to assist you in resolving your concerns.

You or your family may contact the Comprehensive Client Advocate regarding your complaint or dissatisfaction with services. The Client Advocate will be able to provide you with additional information and assist you with that process. Our Client Advocate is located at the Yakima Center and may be reached at 509.576.4319 or 1.800.490.1166.

If your concerns cannot be resolved through the organization, you may, without risk of retaliation, request a copy of the grievance procedure or lodge a complaint or grievance with the Greater Columbia Behavioral Health Network at 1.800.257.0660. You are also encouraged to contact the Joint Commission's Office of Quality Monitoring by calling 1.800.994.6610 or emailing complaint@jcaho.org. You may also contact the Department of Health Complaint Hotline at 1.800.633.6828 (via mail at PO Box 47852, Olympia WA 98504-7852) or Disability Rights of Washington at (800) 562-2702. A confidential space will be provided to make these phone calls upon request.

Two Rivers Landing Guidelines

1. As part of the treatment team, community members will need to actively be a part of their treatment. They will accomplish this task by working with other treatment team members to write treatment plans and find new ways to cope with life's struggles.
2. Two Rivers Landing is a healing and safe place. To keep Two Rivers Landing safe we must all work together and build an atmosphere of non-violence. Violence will not be accepted in this community.
3. To help keep Two Rivers Landing safe we must work together and not allow firearms, weapons, drugs, alcohol or other illegal devices onto the property and/or into our facility.
4. Community members will show respect for themselves and other community members by not threatening or damaging our facility and community member's personal belongings.
5. Community members will respect the boundaries of others by not engaging inappropriate relationships while in treatment. Including engaging in sexual behavior and/or relationships with other Community members and visitors while in treatment.
6. Community members can have visitations from outside family including once a day Monday through Friday and twice a day on Saturdays, Sundays, and on holidays. Visitation should not distract Community members from their ability to engage in treatment, and will be discussed on a case by case basis if necessary.
7. Community members need to maintain their rooms as a sanctuary for healing and safety. In order to do this other community members or visitors should not have access to the rooms. Access to community members' rooms is limited to scheduled times unless otherwise supervised by staff. Community members also should keep their rooms clean and tidy. To help maintain safety the treatment team may need to search rooms or belongings to help community members asses safety needs.
8. Community members will respect the confidentiality of their peers by not sharing information about their peers with people outside of the community.
9. Community members will not be allowed to smoke in or around the facility (Including the courtyard).
10. In helping our cook best serve the community we need to be sure to make them aware of any dietary concerns immediately. Also as a community member if we require an alternative meal at anytime we need to let the cook know one hour before the meal.
11. To help community members stay in contact with their support network they can use the phone while being monitored each day; outgoing calls will be limited to once per day. Please be respectful and mindful of other community members and limit the amount of time you are on the phone to 15 minutes. Community members will only be allowed to call approved contacts, to insure this staff members will be dialing approved phone numbers.
12. The Harbor Room will be available for clients to use with their counselor and directed by the community members treatment plan. This will be directed and monitored by staff to help ensure the community members safety.
13. The Quiet Room will be made available when a community member needs to limit the amount of stimulation. This will be directed and monitored by staff to help ensure the community members safety.

Dress Code

Community members at Two Rivers Landing will be allowed to wear their own personal clothing as long as it is appropriate. Community members that do not have access to appropriate clothing will be provided with clothing while staying at the facility. As a member of the Two Rivers Landing community it is important that we show respect for ourselves and other community members by how we dress. The Two Rivers Landing community considers inappropriate dress to include:

- Excessively revealing tops
- Exposed underwear including bra
- Tube tops/Halter tops
- Tank tops/ Muscle shirts cut low under arm
- Shirts that don't cover stomach or back
- Spaghetti straps
- Unbuttoned shirts without undershirt
- Shorts and skirts that do not cover underwear and private areas while sitting and standing
- Pants and shorts with holes between mid thigh and waist
- Chains or sharp protruding objects
- Clothing or items that include lewd, sexual, racial, violent, harassing, drug, tobacco, alcohol, or otherwise illegal references (direct or implied)
- Dark sunglasses unless prescribed by a medical provider
- Any apparel or items that can be indicator of gang activity
- Transparent clothing
- Nylon caps
- Hair nets
- Sagging pants

All other clothing concerns will be addressed individually by your treatment team to ensure the safety of all community members.

PERSONAL ITEMS

Youth may bring their own personal items to the facility. Items that are allowed include hygiene supplies, pictures, books, and games. Additional items, such as MP3 players, may be brought to the facility but the use will be determined based on the safety of the items and the current level of safety demonstrated by the youth. Although the average length of stay is between four and six months, this is a relatively short period of time and in an effort to maintain a clean and comfortable living space it is requested that personal items be limited as much as possible.