

## FAMILY & COMMUNITY GUIDE

## WELCOME TO CSTC!

Camano Cottage is one of four cottages that make up the Washington State psychiatric hospital for children: Child Study and Treatment Center (CSTC). Camano Cottage admits youth from 5 through 12 years of age. This program provides intensive behavioral services to children with severe psychiatric needs. Length of stay in the program is contingent on the severity of the presenting symptoms and needs. Camano Cottage staff utilize a developmentally-informed milieu based on Cognitive Behavioral (CBT) and Dialectical Behavioral Therapy (DBT) approaches.



# CAMANO COTTAGE

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# WHO'S WHO ON CAMANO

**Primary Counselor:** Two Psychiatric Child Care Counselors (PCCCI day/swing, the "primary") will be assigned to your child. The primary will summarize your child's progress at treatment planning meetings, update the safety plan, and also inform the team of any special needs that may have arisen. Because the primary counselor will be spending a lot of time with your child, they will get to know your child very well. The primary is dedicated to helping your child learn to successfully manage their feelings, make safe choices, and get along with others. Each PCCC maintains an Agency Affiliated Counselor Registration (AACR) through Department of Health (DOH).



**Shift Lead:** Susann (day), Damien (swing), and Sean (nights) are "Shift Leads" (PCCC2 aka The 2"). They ensure staffing coverage on each shift and oversee the details for the smooth running of the cottage. They also stand in for primary counselors as needed.

**Cottage Supervisor:** The Cottage Supervisor (PCCC3 or "The 3") is Sarah Magdanz, who is responsible for seeing that the counselors have the support and resources they need to provide the best possible care for your child. If you have a question or concern about your child's care, feel free to contact Sarah.



**Nurses:** There is at least one nurse on each shift. Our nursing staff includes Susie and on nights we have Cecilia. The nurses take care of physical problems. They are also in charge of dispensing prescribed medication and educating the children about their medications. Nurses may provide individual or group counseling to your child. They track the children's progress and help maintain the quality of psychiatric care. They also schedule medical appointments.

**Recreational Therapist:** Anna Seiler, CTRS, is our Camano Recreation Therapist. She, along with other members of the RT team, provides opportunities for the children to exercise, to relate enjoyably with others (especially peers) and develop prosocial skills. If you need ideas of fun things to do with your child on the cottage, in the community, or at home, please ask.



**Program Director:** Kelly Gutierrez, PhD ("Dr. Kelly") is a Licensed Psychologist. She oversees the cottage treatment program by working with the treatment team, families, and community team members to meet your child's behavioral and programming needs. Dr. Kelly also provides individual, family, and group psychotherapy. Contact Dr. Kelly if you have questions about your child's Treatment Plan or program.



**Attending Psychiatrist:** L. Lee Carlisle, MD (“Dr. Lee”) is in charge of your child’s medical care, including psychiatric care. Upon admission she will meet with you and your child to discuss symptoms and concerns. She also will give your child a physical exam and arrange for medical treatment if needed. Dr. Lee will meet with your child regularly to discuss their progress, health and medications. She also communicates regularly with parents and guardians regarding these issues. In addition, Dr. Lee provides individual therapy for some patients.

**Psychiatric Social Worker:** Katie Carroll, MSW, LICSWA is an experienced clinician who provides social work services at Camano. She coordinates your child’s admission, takes a detailed history, plays a key role in discharge and treatment planning, and advocates for your child’s needs. She has regular contact with community partners, helping to plan for the necessary supports for discharge. Katie also provides individual and family therapy for some patients.



**Secretary:** Kandi takes care of admission forms and charts, and assists with staffing and other important paper work. She also answers the phone and keeps people in the loop.

**Family Specialist:** Ed Morris, PhD (“Dr. Ed”) is a Licensed Psychologist at CSTC. Dr. Ed is our Family Specialist and provides an array of services and supports to families while children are hospitalized. In addition to working in family therapy with some, Dr. Ed also offers support to the entire campus including weekly Parent DBT Skill group and biannual family retreats.



**Psychology Trainees:** At any given time on Camano there may be up to three Psychology Trainees. These trainees include graduate practicum students, doctoral interns, and postdoctoral fellows. Trainees work under the supervision of Dr. Kelly and other psychologists while they are preparing to qualify for licensure.

**Trainees and Volunteers:** Since CSTC is a training site for clinicians and doctors, you may see and talk to other people involved with your child’s care. These may include residents and fellows in psychiatry, interns in recreation therapy, college students in education or psychology, nursing students, and community volunteers. All trainees and volunteers are supervised by licensed or certified staff members.

# ADDITIONAL SERVICES AT CSTC

## EDUCATIONAL PROGRAMMING

Educational services for patients on Camano are provided through Oak Grove Elementary School, which is located on CSTC's campus and is part of the Clover Park School District. There are two classrooms, each with approximately 8 students, a teacher, and 1-2 Camano staff. All of the teachers have training and experience in teaching children with emotional and behavioral disorders. School staff will contact parents, guardians, and community schools as needed to best meet your child's unique needs. Most patients are qualified for Special Education services outlined in an IEP. These documents will be monitored and updated by school staff as needed. Oak Grove Elementary can be reached at (253) 756-2544.

## RECREATIONAL THERAPY

The Recreation Therapy Program is designed to help the children improve their self-esteem and to promote their independent leisure functioning. This is accomplished through the teaching of leisure skills, improving physical fitness, and improving social functioning. Activities specifically provided by the recreation therapists are designed to meet these objectives. The recreation therapists also assist to organize annual campus wide activities, such as the summer carnival. If you have any questions regarding the program please contact Erin Carpenter, the Recreation Therapy Supervisor, at (253) 756-2694 or our cottage Rec Therapist, Anna Seiler.

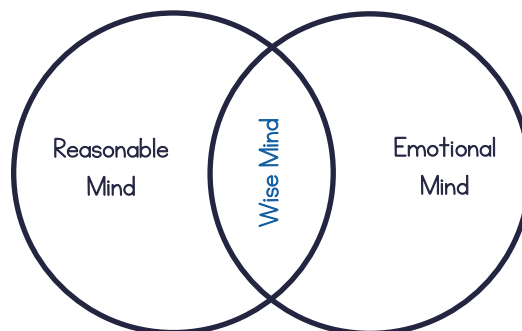
Camano will cover the basic costs of outings (i.e., admission, food, etc.). When patients go on outings, they are allowed to spend their own money on things like refreshments and small items. The Accounting Office can keep money in a Trust Fund for patients which they can access with one day's notice. Family and friends should not give you more than \$20 at a time to avoid the money being used inappropriately.

## FAMILY SERVICES

The Family Therapy Department, headed by Ed Morris, PhD ("Dr. Ed"), offers a variety of programs to support the families of children in treatment. Dr. Ed facilitates an ongoing cycle of DBT skills groups for parents. These groups cover the four skill modules of Dialectical Behavior Therapy: Mindfulness, Distress Tolerance, Emotion Regulation, and Interpersonal Effectiveness. These groups provide an opportunity for parents to learn the same skills that patients learn while in treatment.

In addition to the Parent DBT skills groups, the Family Therapy Department also offers biannual Parent Retreats. These retreats are an opportunity for families to connect with one another, learn more about the programs and services offered on campus, and to develop new skills to support their children.

If you have any questions regarding the programs offered through the Family Therapy Department, please contact Dr. Ed at (253) 756-2883.



# CSTC SUPPORT SERVICES

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## Housekeeping Services

Housekeeping staff interacts with the children daily. They encourage and support cleanliness on the cottage. The custodian for Camano is Margie. While your child's primary will encourage them to take out dirty laundry, pick up their rooms, and brush their teeth, the custodian is responsible for the overall cleanliness of the cottage. If you have any questions about custodial services please contact Brenda Branch at (253)756-3959.

## Business Office

The Business Office is responsible for trust accounts and healthcare billing. Upon your child's admission, you complete numerous forms, including a form to establish an account for your child and another form to determine Medicaid eligibility. After considering many factors, among them insurance benefits, federal or state benefits, and income, the Medical Eligibility Department renders a decision which may require the parent/guardian to either submit a co-payment or have existing benefits reduced during your child's treatment stay. While CSTC does not make the eligibility decision, we are notified of such. Should you disagree with their decision, we can direct you to the appropriate agency to assist in a review of the decision. If you have questions regarding your child's trust account or healthcare billing, please call (253)756-2300.

## Medical Records

Upon admission, staff from the Medical Records Department will ask you to complete admission paperwork related to medical and psychiatric care while your child is in the hospital. If possible, please bring immunization records, medical coupon or other insurance cards, copies of your child's birth certificate, copies of your child's social security card, and any standing court paperwork. Medical Records will need your current mailing address so that you can receive copies of treatment plan reviews - please notify us if your address should change. If you have questions about Medical Records at CSTC please call (253)756-2830.

## Dietary Services

We have a full complement of dietary staff on site. All cottages are equipped with staffed kitchens and an assigned cook. They prepare three full meals and a healthy snack according to a menu planned by a registered dietician. Breakfast is usually served around 8:00 AM., lunch at 11:45 AM, dinner at 5:00 PM, and snack at 7:00 PM. Special diets may also be prepared according to physician orders. We also prepare and serve treats for special occasions, such as birthdays and holidays, and for different cottage activities, such as open houses, camping trips, and the Carnival.

## THE TREATMENT PROCESS

The primary goal of long-term hospitalization is to help patients manage their emotions and behavior by learning the necessary skills to safely rejoin the community as soon as possible.

Upon admission, each patient is given three milieu goals that cover social skills, emotional skills, and behavioral skills. Their progress on these goals will be monitored by staff each shift and reviewed at each Treatment Plan Review (TPR). As your child progresses in treatment, these goals will be modified to target their specific areas of

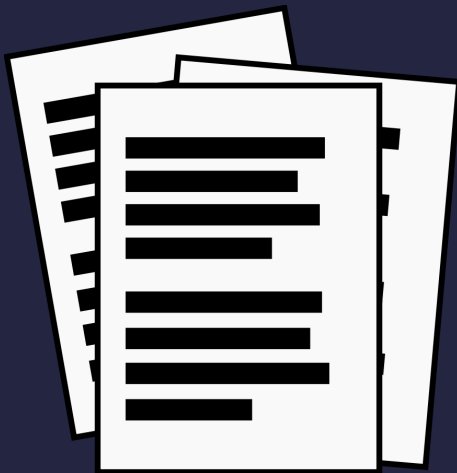
need to increase their skills to keep themselves and others safe.

To help your child meet their goals, an individual therapist and a family therapist will be assigned to your child's case. The specific targets of each therapy will be tailored to the needs of the child and family and developed collaboratively. Your child will also participate in group therapy covering a variety of topics including DBT skills, anger management, social skills, and personal safety.

Once patients begin to develop new skills to

manage their emotions and behavior, it is critical to generalize these skills outside of Camano. Your child and family will practice these new skills during therapeutic leaves off campus that you will plan with your family therapist.

When your child is consistently showing safe behavior and using new skills, you will begin the transition process toward discharge. Transition is an approximately 60-day period where the treatment team, your family, and your community team work together to make sure necessary supports are in place after discharge.



## TREATMENT PLAN REVIEWS

Treatment Plan Reviews (TPRs) take place at 14, 30, and 60 days following admission, and every 60 days until discharge. Family and community team members will participate in these meetings by phone or video. At TPRs, the group will discuss the child's treatment, medications, and progress toward goals. On Camano, patients do not attend TPRs but provide their perspective by updating

their safety plans, providing feedback on their goals and progress, and sharing any questions that they have. Depending on the patient's progress and needs, treatment goals may be modified for the coming review period. TPRs are also an opportunity for the group to discuss services needed post-discharge and any legal issues that may be relevant.

## ADMISSION

At admission, you will complete any remaining documentation for the Medical Records department related to hospitalization. Your child will also have their picture taken for their hospital chart. On the first day, your child will meet with Dr. Lee to complete their psychiatric intake and physical exam. The treatment team may also speak with family or guardians to learn more about the child. Based on this and other historical information, the treatment team will begin to develop an individualized treatment plan with long-term and short-term goals. Finally, in the first few weeks, the child will complete lab work, a dental exam, and vision and hearing screenings.



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Emotions are not good, bad, right, or wrong.

The first step to changing our relationship to feelings is to be curious about them and the messages they send to us.

”

# PACKING FOR ADMISSION

Each child has their own personal bedroom and a small shared area to store personal belongings. There is very limited storage on the unit, so we ask that your child only bring approximately two 15-gallon containers worth of items to Camano. If your child runs out of space for their items, they will need to send items home, especially if they acquire any additional items.

Upon admission, staff will inventory your child's items. Any items that are not permitted on the cottage will be placed in confiscation for return to your home. **Additionally, Camano and CSTC will not be held responsible for the breakage or loss of any valuables brought to the unit.** Families will be asked to sign a waiver for any items brought worth more than \$50.

## Clothing

It is recommended that your child bring approximately one week's worth of casual, comfortable clothing that is machine washable and durable. Upon admission, your child's clothing will be labeled with their initials prior to washing. Due to the need to label items, black socks are discouraged. The children typically have opportunities to play outdoors and from time to time to go on outings to area parks, beach museums, etc. Therefore, athletic and other comfortable, durable styles are recommended. Occasionally clothing is misplaced or lost in the wash, so please do not bring any items of particular personal value.

- Two pairs of shoes
- One pair of slippers/flip flops
- 6-8 pairs of socks
- 6-8 pairs of underwear
- 6-8 sports bras (if needed)
- One coat (no drawstrings)
- Five pairs of jeans/pants/shorts
- 6-8 shirts
- 1-3 sweatshirts
- One swimsuit (one-piece only)

## Toys & Belongings

Have your child select some favorite items with which to decorate their room and make it comfortable. Small clock radios are permissible and can be brought from home or purchased using Camano Bucks. Given the nature of the setting, we request that you not bring anything of monetary or sentimental value that would be difficult to replace. This includes expensive toys, clothing, and other items. Although we monitor the children and their rooms closely, we cannot guarantee the safety of valuables from theft, loss, or damage. We closely monitor media use on Camano and request that you do not bring video game devices, cell phones, or electronics with cameras. Any personal items may be taken away if they are used in an unsafe way. If you are not sure whether an item is allowed on the cottage or in your child's room, please ask a staff member.

Your child is welcome to bring their skates, bicycles, or rollerblades, however skateboards are discouraged. If your child does not have one, cottage equipment is available. We require that children wear a helmet when riding a bicycle as well as wearing a helmet and pads when using skates or rollerblades. Bicycles are stored outside the main entrance to Camano. We strongly recommend that you permanently label the bicycle with your child's name and provide a bike lock. Although we take precautions to prevent theft or destruction, we cannot guarantee personal possessions.

Pack for Camano	Keep at Home
<ul style="list-style-type: none"> <li>• Photos of loved ones and pets (no glass frames or binders)</li> <li>• Stuffed Animals</li> <li>• Cozy blankets</li> <li>• Legos or blocks</li> <li>• Coloring books</li> <li>• Books</li> <li>• Dolls and plastic figures</li> <li>• Card and board games</li> <li>• Bicycle or roller skates</li> </ul>	<ul style="list-style-type: none"> <li>• Video Games and Devices</li> <li>• Cell Phones</li> <li>• Toys with battery packs</li> <li>• Books or comics with violent content</li> <li>• Notebooks bound with spiral or staples; binders</li> <li>• Art supplies with hazardous materials (i.e. pencil sharpeners, scissors, needles, etc.)</li> <li>• Money</li> <li>• Jewelry, including earrings</li> </ul>

Lending, trading, borrowing, or giving is not allowed on Camano. Personal items must remain in your child's possession while at CSTC. If your child trades, lends, borrows, or gives something to a peer, the item will be confiscated for 24 hours. If this happens again, the item will be placed in confiscation and will be returned at discharge.

# MEDIA ON CAMANO

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For many patients at Camano, access to media has been difficult to manage in the community. Research has established that media (i.e. music, video games, movies, TV, and internet) have a strong influence on emotions and behavior. At Camano, we strive to find a balance of highly monitored, reasonable access to media as an incentive for safe behavior. While on the unit, patients are not permitted access to the internet or WiFi. The quantity and type of devices available is dependent on your child's behavioral level that shift (see p. 10), however all media is utilized in spaces staff can directly monitor. The following types of media are available on Camano:

TV	Nintendo GameBoy Color
Radios	Nintendo Switch
G-Rated Movies	XBOX 360
Nintendo 64	PS2
Nintendo Wii	Portable DVD Player
Nintendo DS	

## MEDIA EXPECTATIONS

- Patients may not bring any personal video games or devices to Camano.
- Patients may not bring any electronic devices that allow the downloading of information (Internet or Data) or communicate with other people.
- Patients may not bring or possess a video MP3 player on the unit. MP3 players may not have a camera or recording device in them. MP3 players may not have a glass screen.
- Movies rated PG-13 and R are not permitted on Camano. Video games rated T or above, as well as "first-person shooter" are not permitted.
- Any form of media that expresses sexual or excessively violent content is not permitted. If staff become aware that you are in possession of any such material, or any parental advisory media, it will be confiscated.
- No music with violent or sexual content and/or cursing or offensive music may be played. If staff hear a patient listening to inappropriate music, the patient will lose access to the device.
- Patients may not download, "rip", "burn", or share music, videos, or games while at CSTC.
- Electronic devices are not allowed to be taken to school without approval from a doctor.



# LIFE ON CAMANO

The routine and daily activities on Camano are highly structured. There are scheduled times for waking up, completing hygiene, eating meals, going to school, attending therapy and recreation groups, participating in outings, and going to bed. A patient's ability to participate in some activities will be determined by how safe their recent behavior has been.

## GOING TO SCHOOL

Camano children attend year round school at Oak Grove Elementary School which is on the campus of CSTC. School is an important part of your treatment program. Therefore, attending and participating in school every day is an expectation for all Camano patients. We understand that many children who come to CSTC have experienced challenges in school and that school may be challenging for them. Staff walk with the children to and from school, stay with them in the classroom, and provide coaching and support as needed. The Clinical Treatment Team also collaborates regularly with school staff to make sure that patient educational needs are being met.

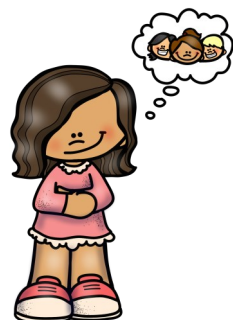


## CONTRACTING FOR PLAY

When not participating in school or therapy, patients will have the opportunity to choose activities that they would like to do. On Camano, these periods of play, called "contracts," are structured opportunities to learn independent and cooperative play skills. If a patient has been unsafe, they may have to complete "independent contracts," or activities by themselves. When on a higher level, patients may complete "peer contracts" with other patients. Staff closely monitor and coach these interactions to facilitate the development of more effective social skills.

## COMPLETING CHORES

While on Camano, it is an expectation that patients complete basic chores to promote responsible behavior and independence. For example, children will need to consistently keep their rooms clean and tidy, make their bed, bring dirty clothes to the laundry, wipe down dining room tables after eating, clean up after activities, and complete other basic chores to keep the cottage clean. Staff regularly inspect patient rooms to make sure that it is neat and clean before they can access privileges. In addition to basic chore expectations, children can choose to do extra chores around the cottage to earn Camano Bucks to spend at the Camano Store.



## GOING TO THERAPY

CSTC is a psychiatric hospital. As such, patients spend much of their time attending individual, group, and family therapy focused on their treatment goals. In therapy, patients will work on developing new skills to manage their emotions and make safe choices. They may also learn more effective social skills or address challenging life experiences. For patients in family therapy, this will focus on helping families develop new communication patterns and learn new skills to manage emotions and behavior.

# THE LEVEL SYSTEM



## LEVEL 4: ROLE MODEL

This is the highest level with the most privileges. Level 4's finish all of their treatment goals, follow directions, and demonstrate excellent boundaries and coping skills.



## LEVEL 3: COOPERATION

This means the patient finished all of their goals for the shift. They stayed safe, followed directions, and had good boundaries.



## LEVEL 2: SKILL BUILDING

A Level 2 means the patient is still practicing their skills. They may have not used their coping skills or had difficulty following directions.



## LEVEL 1: SAFETY

Level 1 behavior includes unsafe behavior toward self and others. Because of these behaviors, the patient will have fewer privileges. Don't worry - the consequences don't last too long! A patient can move their level up each shift.

## INCENTIVES TO EARN



Patients can earn a lot of incentives and privileges by using safe and responsible behavior. The higher the patient's level, the more privileges they can earn. Some privileges include:

- Later bedtime
- Opportunities to transition outside or in the "4 Room"
- Ability to participate in off-campus outings

## CONSEQUENCES

When patients are making unsafe choices there will be consequences. These consequences end when the patient earns a higher level. Example consequences include:

- Earlier bedtime
- Less opportunities to play with peers
- Less time with media and video games
- Fewer opportunities to go outside with Recreation

# EARNING INCENTIVES

Choosing safe and responsible behavior not only helps patients build trust with staff and make progress in treatment, but it can also earn them incentives. Camano offers smaller incentives (“Gotchas”) and larger incentives (“Camano Bucks”) depending on the behavior.



Patients can earn Camano Bucks by working toward their treatment goals, helping others without being asked, helping clean the cottage, doing well in therapy groups, and having exceptional behavior. Children can save their Camano Bucks to purchase items in Camano Store. Most items in the store cost between 100 - 2000 Camano Bucks. Purchases can be made from Camano Store twice per week and it is run by the Shift Leads (PCCC2s).

When children participate in groups, they can earn “Gotchas.” Gotchas are tickets earned from group leaders for participating and following directions in group therapy. When a child has earned 20 Gotchas, they can select a prize from Gotcha Store.



# MANAGING MILIEU SAFETY

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As behavioral difficulties arise, staff create learning opportunities from these critical situations. The events contributing to a behavioral incident, including experiences, feelings, and perceptions outside the immediate context, which may be contributing to the current situation, are examined and discussed with the child. Central to processing challenging and unsafe behavior is helping children acknowledge and accept responsibility for their choices. Children are accountable to their peers, adults, and the community for their actions.

## IN-THE-MOMENT COACHING

Staff at CSTC are formally trained in de-escalation and crisis management and maintain credentials as Agency-Affiliated Counselors. When a child is having difficulty managing their emotions or behavior, staff follow a general sequence of steps to provide coaching aimed at increasing skill use. In monitoring the milieu, staff are always looking for cues that a patient is becoming dysregulated including their language, affect, and behavior. As staff and patients develop rapport, these warning signs may be included in the patient's safety plan which is updated regularly. Next, staff will approach the patient and actively listen to the patient's perspective. This includes offering validation as appropriate. Staff will offer suggestions to the child about coping skills that may be useful in the situation. When the child is more regulated, staff will provide coaching to help them problem solve as needed. Staff will repeat these steps if needed.

## TIMEOUTS & RESTRICTIVE ORDERS

When children are unable to calm with coaching, more restrictive interventions may be necessary. Patients may choose to take a personal timeout ("PTO"), or may be directed to take a staff-directed timeout ("staff-directed"). Children on Camano do not receive any consequences for requesting PTOs and are coached to utilize effective coping skills and limit the time required to return before they can return to their previous activities. Recently, a Calming Room was built on the unit. This space provides low sensory input, is cozy, and has cues and tools patients may use to aid in calming. This space is only available for PTOs when patients are able to maintain safety. When patients engage in behavior that puts them at immediate risk of harm to themselves or others, they may be physically restrained by staff or nurses who are specially trained in verbal de-escalation and physical containment so that the patient and others are kept safe. If the patient is able to calm, staff will let go and monitor the patient to ensure they continue calming safely. However, if the patient is unable to calm, they will be physically escorted to a seclusion room ("Quiet Room"), and a staff member will remain outside the door to monitor for safety. Patients are expected to show safe behavior before and debrief with staff before returning to the milieu. If a child is physically restrained or placed in seclusion, a doctor or nurse will assess them to ensure they are safe. At CSTC, we are committed to decreasing the use of restraint and seclusion, and we will help patients develop the skills to regulate themselves and remain safe without such interventions.

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This might come as a surprise to you, but one of the best ways to manage your emotions is simply to experience that emotion and let it run its course.

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## EMERGENCY QUIET TIME

If a child is engaging in unsafe behavior, other patients may be asked to complete Emergency Quiet Time (“EQT”) to maintain milieu safety. This means they will go to their bedrooms and wait for staff to indicate they can return to the milieu. Staff aim to keep EQTs as short as possible. Patients who comply with EQT are rewarded for their safe behavior using Camano Bucks to spend at store.

## PRECAUTIONS

When patients are having significant difficulties interacting safely with their peers, being safe on the cottage, or keeping themselves safe, they may be placed on some of the safety precautions described below. These precautions are medical orders written by either a psychologist or psychiatrist.

- 30/30 Order: This means that the patient must spend 30 minutes in one area of the cottage, and then 30 minutes in another area. For example, a patient may be placed on a 30/30 in their room and then a tv room in the milieu. This pattern typically continues for one shift.
- Room Search: This means that staff will search the patient’s room for contraband (i.e., items that are not permitted on the unit). Contraband items will be stored until discharge, sent home, or thrown away.
- No-Hard Objects: This means that the patient’s room will be removed of any hard objects. Pillows, blankets, and stuffies can usually remain. This order can be modified to address specific items that can remain.
- Cottage Restriction: A patient may not leave the unit for any reason.
- Campus Restriction: A patient may leave the unit for school and therapy groups, but may not leave CSTC’s campus.
- Safety Mattresses, Safety Blankets and Pillows, and Smocks: This means that patients will be provided special blankets, mattresses, and/or pillow until they can maintain their personal safety. A child may also be required to wear a safety smock instead of their regular clothes if they are having significant difficulty maintaining personal safety.

## CONTRABAND

Contraband is anything that is not allowed on the cottage due to safety concerns. Examples of contraband include batteries, glass, razors, aerosols, sharp objects, rocks, strings longer than six inches, and items with violent or sexual content. Staff closely monitor the unit for contraband materials and will confiscate it if located. These items may be stored until discharge, sent home, or thrown away. Please refer to the packing list on p. 7 for examples of items not permitted on the unit. If you questions about any specific items, please reach out to the cottage.

# KEEPING IN TOUCH

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If you are the legal guardian, you are welcome to try to contact your child via telephone, letter, or in person anytime. Of course, the best times to call your child are when they are available on the cottage, which is after 3:15 PM on school days, after 8:00 AM on weekends, and when they are not involved with a treatment activity. Depending on your child's behavior any given day, bedtime is from 8:00-9:00 PM. You may contact your child by calling them at:

(253) 756-2679

Camano patients love receiving mail from friends and family. They may only receive mail from individuals on their [Approved Visitor List](#). Incoming mail is opened by staff to ensure that no contraband enters the cottage. Mail can be sent to Camano patients at the following address:

Child's Name  
c/o Camano Cottage  
8805 Steilacoom Blvd SW  
Lakewood, WA 98498-4771

Your child may make one phone call of 10 minutes length each shift. While there is no limit for the number of incoming calls that your child may receive, we kindly request that you limit calls to once per shift and maintain your calls to a reasonable time limit. We recognize that there will be necessary exceptions to these guidelines. We hope you understand that our intention is to make the phone line readily available, particularly during times of frequent usage.

Any contact (i.e., letter, telephone, visit) between your child and other persons must be authorized by the parent or legal guardian in advance. Such authorizations are noted on the patient's [Approved Visitor List](#) and include the individual's name, types of approved communication, relationship, and contact information.

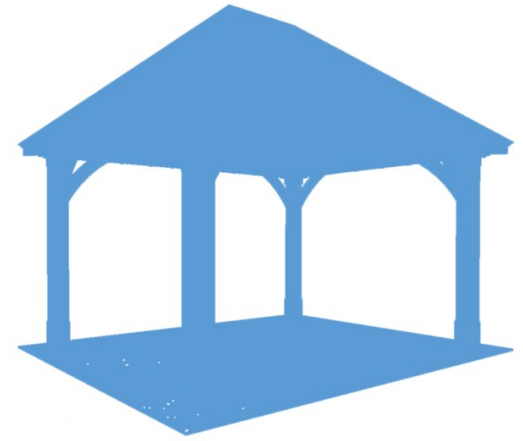


# CAMANO VISITATION

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## ON-GROUNDS VISITS

Family and community members are an important support for children throughout their treatment. Adults age 18 and older and siblings age 4 and older who are on the Approved Visitor List (created by the legal guardian) are welcome to visit the child through pre-arranged visits. These visits can be coordinated through the social worker, Katie, or the program director, Dr. Kelly. Visits are available Monday through Friday from 2:30-4:30 PM, and Saturday through Sunday from either 9:00-11:00 AM or 1:00-4:00 PM. In ensure equitable access to visit appointments, visits cannot be scheduled on holidays.



Depending on the patient's ability to demonstrate safe behavior, visits can occur in the Camano fenced courtyard or on CSTC's grounds. While visiting, patients and visitors will remain in their designated location. If you are ill with a contagious bug and have scheduled a visit with your child, please call the cottage nurse prior to making the trip. We ask that you not bring any visitors that may have a cold, flu, or other contagious illness. Visits may not bring valuables, food, or items that could be used as weapons. We also ask that visitors minimize cell phone use while on campus.

For the most current visitation practices to prevent the spread of COVID-19, please contact Dr. Kelly.

## THERAPEUTIC LEAVE

Therapeutic Leave (TL) may be for a few hours (a Day Pass) or a few days (Overnight) depending on your child's needs, your child's level of safety, the appropriateness, and the agreed treatment plan. Initial overnight passes are typically arranged for one day and one night. Prior to you and your child going on pass, you will work with your family therapist to develop a specific plan including departure and return times, identify specific goals and skills to rehearse while on TL, and plan for safety. Upon return, you will be asked to rate your child's behavior on their goals during the pass (1-5), which may influence the child's level and provide an opportunity for you to practice providing specific behavioral feedback to your child. As your child approaches discharge, passes of increased duration will be planned in order to support the transition process. Also, if you and your child live a substantial distance from CSTC, longer passes may be indicated. All TLs must be confirmed between the family and family therapist no later than Wednesday for the coming weekend to allow for time to prepare the patient's belongings, order medication, and complete safety planning.



# RIGHTS & RESPONSIBILITIES

## Patient Responsibilities

CSTC patients have both rights and responsibilities while hospitalized. CSTC patients have a responsibility to treat hospital staff in a civil and respectful manner, which is consistent with the hospital's obligation to maintain a respectful and considerate relationship with all patients and caregivers. Mutual respect supports communication and teamwork in a way that makes the hospital safer, more effective and better overall. Patient responsibilities include providing information, asking questions, treating others with respect, and following rules.

## Concerns, Complaints, Grievances

If during the course of your child's stay at CSTC you have concerns or complaints regarding any aspect of their care or treatment, you may discuss these with a member of the Clinical Treatment Team. If you or your child are not satisfied with the resolution or need support in expressing your concerns, you may complete a grievance form. Dr. Kelly or Sarah will meet with you to discuss the issue and to find a way to resolve it. Children at CSTC have access to grievance forms at all times. The forms are located in the day hall, and there is a locked box where the child may place their form. In addition, staff may assist a child in submitting a grievance.

Children at CSTC may also use a designated telephone in the day hall to leave a private voice message for Byron Eagle, Interim CEO (\*602), Disability Rights - Washington (DRW \*600), Child Protective Services (\*601), and/or The Joint Commission (\*603). DRW is a private non-profit organization in Washington, federally mandated to support the rights of individuals with a developmental disability or mental illness. Children may use these telephone extensions outside of school hours and when their behavior is safe.

If a guardian or parent wishes to make a formal complain, they may obtain a copy of the grievance form and the grievance policy at the reception desk of CSTC. They can also contact DRW at 1-800-562-2702.

## IMPORTANT PHONE NUMBERS

The cottage number is (253)756-2679

**Kelly Gutierrez, PhD**

*Program Director (253)756-2752*

**Katie Carroll, MSW, LICSWA**

*Psychiatric Social Worker (253)756-2398*

**Sarah Magdanz, PCCC3**

*Cottage Supervisor (253)756-2389*

**L. Lee Carlisle, MD**

*Attending Psychiatrist (253)756-2688*

**Jack McClellan, MD, Medical Director** or **Byron Eagle, Interim CEO**

may be contacted by calling the main number for CSTC (253) 756-2504.