

Residential Services & Family Care Center

Client & Guardian Handbook Introduction

Epworth Children's Home was established in 1895 by the Methodist Church in South Carolina to serve children, youth, and families throughout the state. As set forth in the Mission Statement, Epworth provides a Christian environment for children who cannot live with their families until current difficulties are resolved, or until the young person begins his or her own life as an adult. Children are considered for residential group care at Epworth regardless of race, color, religion, gender, or national origin.

Often the South Carolina Department of Social Services asks Epworth to accept a child for placement. At other times, family members ask for assistance. In both cases, Epworth is prepared to meet the physical, emotional, spiritual, and educational needs of the child, while assisting with the relationship between the child and family.

While the child is at Epworth, he or she will live in a building we call a “cottage” with other children of the same gender and of similar age. The cottage group will be supervised at all times. During times of high activity, or in times of emergency, additional adults will be available. Epworth provides specific training to equip staff to work effectively in this environment.

The child and family will also work with a Case Manager and Cottage Coordinator. The Case Manager is the staff member who, together with the family and child, develops the plan of care. The Case Manager also coordinates social services for the family. This includes case management, parenting education and support, and the coordination of counseling, psychological, and psychiatric services, as needed by utilizing community based providers. These therapists and other such providers are not Epworth employees but instead work in partnership with Epworth Children’s Home, to provide necessary resources for children/youth in placement and, when possible, for their families. The Cottage Coordinator supervises cottage life and those staff within the cottage who work with the child on day-to-day living activities. Either the Case Manager or Cottage Coordinator can make visitation arrangements with the family.

It is the desire of the staff of Epworth Children’s Home that your child’s stay will be as pleasant as possible for everyone involved. It is, however, important to remember that growth and change are not always easy or pleasant. Our goal is to assist you and your family in making changes which will positively affect you in the future. As a member of the placement team, your participation is vital to the success of your child’s placement. We ask for your understanding and cooperation as we work together to help your child become all he/she is capable of being.



Epworth
Children's Home

Residential Services & Family Care Center Client & Guardian Handbook CARE and Non-violent Crisis Intervention Overview

Supporting a Child in Crisis

Epworth child care staff are trained annually in Non-Violent Crisis Intervention (NCI), Active Parenting, and CARE (Children and Residential Experiences). Staff learn how to pro-actively recognize the signs of a child in crisis and how to respond professionally. Additional support staff are available to guide and re-assure the child. We do not place hands on a child in crisis. We make all attempts to verbally deescalate the child and will call for police or ambulance assistance if necessary.

Discipline

Epworth's philosophy of child care is summarized by six key principles:

- Developmentally Focused
- Family Involved
- Relationship Based
- Competence Centered
- Trauma Informed
- Ecologically Oriented

(*CARE* Curriculum, Residential Child Care Project, Cornell University)

All decisions that impact children and families served at Epworth are grounded in these core beliefs, including the approach to discipline. In most settings, discipline typically refers to actions taken when a child breaks a rule or fails to meet a requirement or expectation. Within Epworth's child care model, the failure of a child to obey a rule or meet an expectation is seen first and foremost as an opportunity to more completely understand the child and then to teach rather than punish.

The Establishment of Cottage Rules & Expectations

A Rule about Rules

Rules, like routines, should provide a predictable structure that establishes boundaries and minimal expectations for behavior. There should be a **limited number of rules** and they should focus on **providing a sense of safety and security** for the residents and staff. The more rules a program has, the more the care worker becomes an enforcer of rules rather than a person to support, encourage, and teach the young people.

The involvement of residents in establishing rules that relate to the safety and security of their environment is expected. Each cottage team, staff and residents, should establish a set of “rules” that meet these criteria and reflect the developmental stage and needs of their residents. These “rules” should be printed and placed in a public area within the cottage, and made available to custodians as needed.

Setting Expectations

Expectations are basic life skills that are essential for children to mature. Performing appropriate chores, doing homework, communicating respectfully with others, and practicing good hygiene are a few examples of core skills.

Therefore, setting and maintaining realistic expectations for children and young people becomes an important part of the developmental process. High expectation messages given by caring adults help children see themselves as “capable, competent” human beings.

When an expectation is not met within Epworth’s approach to child care, it does not automatically become an issue of noncompliance, but an opportunity for the care worker to help the child meet the expectation. This helps avoid power struggles and shifts the emphasis from who is in charge to how to help the child learn new competencies. **Dr. Ross Greene states that “Children do well if they can. If they can’t, we need to figure out why so we can help.”**

Discipline and the Teaching of Self Management Skills

Introduction

So, what process do Epworth staff members follow when a child doesn’t obey a rule or meet an expectation? This process is found in detail in the *CARE* curriculum manual, pp. S81-S95. This manual is available in each cottage and is the text for training all direct care workers at Epworth.

The emphasis in *CARE* is upon options that will help children meet expectations and follow rules, rather than using an external reward and punishment system. If the care worker’s response is to assign consequences when an expectation is not met or a rule broken, the focus becomes, “How to get the child to comply with the consequence instead of how to meet the expectation or follow the rule.” **Teaching self management and facilitating behavior change via the CARE process is the goal when faced with behavioral challenges.** The response options are as follows:

Teach the Child/Youth

1. When the care worker and child are both calm enough to discuss the problem without escalating the situation
2. When the child does not have the necessary cognitive and emotional skills to meet the expectation consistently

Change/Adjust the Expectation

1. When it is an unrealistic expectation at that time that the child cannot do
2. When there is no immediate danger in changing or dropping the expectation
3. When by adjusting the expectation the child will be able to succeed

Encourage the Child/Youth to Meet the Expectation

1. When the expectation/rule is important enough to risk escalating the situation
2. When the child has demonstrated the ability to meet the expectation on a regular basis
3. When the child is calm enough to attend to and respond to the request

When to Use Consequences

1. When the child already knows the skill but does not use it
2. When the child can remember the consequence
3. When the child is motivated by the consequence

Using such a principle-based approach to child care and discipline requires that staff place a priority upon building relationships with residents, *responding* thoughtfully and creatively to situations rather than *reacting*, and becoming teachers rather than rule enforcers.

Prohibitions

The following actions are considered “punishments” that are cruel and inappropriate, and are prohibited at Epworth:

- Degrading acts that invite others to shame or ridicule a child
- Depriving food, family visits, or mail
- Slapping, shaking, or use of handcuffs
- Threatening to remove from the facility as a punishment
- Disciplining a child for a medical or psychological problem over which they have no control, such as bedwetting, stuttering, etc.
- Denying communication and visits with family members for punitive reasons
- Demeaning acts designed to embarrass children; verbal abuse
- Denying essential program services, shelter, clothing, personal needs
- Excessive physical exercise or work tasks

Corporal punishment is not used at Epworth. Any form of isolation or time out for a child in danger of harming themselves is forbidden, as well as the use of isolation as a means of coercion, discipline, convenience, or retaliation. Epworth does not use isolation/seclusion rooms or any type of restraint.

Reporting

Critical Incident Reports are completed by staff and guardians are notified whenever a major incident occurs, such as running away, school suspension, aggression toward others, a medical emergency, or threat of harm toward self or others.



Epworth Children's Home

By signing here, I, _____, the legal guardian

of _____, acknowledge that I have received and have reviewed a copy of the Epworth Client & Guardian Handbook, which includes the Pledge to Clients (Client's Rights Policy) and expectations of my participation in my child's placement. I acknowledge that I fully understand the document provided to me.

Legal Guardian Signature(s) _____ **Date:** _____

I, _____, acknowledge that I have received a copy of the Epworth Client & Guardian Handbook, which includes the Pledge to Clients (Client's Rights Policy). I have been given the opportunity to ask questions, and understand that I may ask questions of my staff any time during my placement.

Client Signature(s) _____ **Date:** _____

Epworth Representative Signature(s) _____ Date: _____

Epworth Representative Print Name _____



Epworth Children's Home

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Name	Access, Screening and Intake Policy & Residential Services and Independent Living Procedures
Applicable to	Program Services Department
Location	Policy and Procedure Manual
Effective Date	November 17, 2005
Date(s) of Revision	February 19, 2015
Legal/Other References	CR 4.09, GLS 2

Policy: The staff members of the Program Services Department of Epworth Children's Home shall be responsible for gathering comprehensive data on each referral or potential placement in order to ensure that each child is appropriately placed into an environment in which her/his spiritual, emotional, physical and educational needs are adequately met.

Philosophy:

Epworth's program is designed to meet the needs of children and youth who may have mild behavior and/or adjustment issues as a consequence of their life situations. Regardless of the issues that lead to placement, Epworth seeks to minister to children, youth and families, through a caring, accepting, safe, Christian community.

Epworth is not staffed to provide psychiatric or residential treatment services. Epworth's standard residential group care in cottages is not designed for children or youth whose behavioral and emotional problems require an intensive clinical or secured/locked setting.

Epworth provides standard residential care for qualified children, youth, and families throughout South Carolina. To ensure equitable treatment, all referrals and inquiries are handled on an individual basis regardless of race, gender, ethnicity, ability to pay or religious affiliation of the applicants. Epworth encourages active involvement on the part of the parent or legal guardian in the admission process and throughout the duration of the placement.

Epworth promotes a safe environment for staff and residents and therefore prohibits activities which may affect the security of our campus. As such, the possession of any weapon and/or affiliation with gang activity is prohibited. Potential placements who have a history of involvement with prohibited activities will be denied admission and prohibited from program participation.

Epworth values the safety and care of all people. Priority is given to urgent needs and emergency

situations. When applicants qualify for admission, but bed space is not available the potential client may be added to the waiting list. Applicants not accepted for admission may be provided with alternative referrals for services offered by other agencies. Such referrals are coordinated by the Admissions Facilitator.

Residential Services Procedures

- 1) The initial inquiry regarding placement or services is received by the Admissions Facilitator or another designated and qualified Program Services staff member.
- 2) The Admissions Facilitator will conduct a screening interview, typically over the phone during the initial call. During this screening, information is gathered about why placement or services are needed. Behavioral information is also gathered.
 - a) Department of Social Services (DSS) Clients
 - i) If the child appears to meet the criteria for admission, an admission time, typically the same day is scheduled with DSS.
 - ii) The Admissions Team interviews children in the custody of DSS if information given by DSS raises questions about whether or not Epworth can meet the needs of the child/youth.
 - iii) If there are indicators that the potential client requires a more restrictive environment than Epworth staff members are trained to provide, the admission will be denied, and if possible, a referral to a higher level management placement will be made.
 - b) For private clients
 - i) If there are indicators that the potential client requires a more restrictive environment than Epworth staff members are trained to provide, the admission will be denied, and if possible, a referral to a higher level management facility will be made.
 - ii) If the child appears to meet the criteria for admission during the initial inquiry screening, the referring person is sent an Epworth Admissions Application packet by mail, via the agency's website, or in person.
 - iii) After reading the completed application packet and all other relevant documents, if admission is still deemed appropriate an interview is scheduled with the parent/guardian, potential client and members of the Admissions Team, within one week of receiving the completed packet. If not deemed appropriate referrals are made.
- 3) The Admissions Facilitator consults with the Admissions Team to reach consensus about placement. The President may approve a placement without the consensus of the Admissions Team. The family or legal guardian is then notified of the Team's decision.
 - a) The Admissions Team includes: Admissions Facilitator, Vice President for Academics, Director of Social Services, Director of Residential Services. Also consulted as needed, the President, Executive Vice President, Vice President for Program Services, Campus Nurse, Campus Pastor, Residential staff members and others as requested.
- 4) On the day of admission, the new client(s) and guardian(s) meet with the Admissions Facilitator to complete the admission process and begin orientation to the campus and cottage life. At this time the client and parent/guardian receive a copy of the Client & Guardian Handbook that includes all pertinent information needed for a successful placement, including personal items the client may bring with him/her consistent to maintaining a safe environment, and items discouraged or prohibited.
 - a) Per Epworth's Behavior Support and Management Policy and Procedure, if information regarding past safety/risk behavior is not divulged or available at the time of admission

and the client is admitted, a Guardian Responsibility Statement (GRS) will be implemented immediately upon discovery of the safety/risk behavior. *A GRS is a statement signed by the guardian indicating his/her understanding that in lieu of newly disclosed or discovered information regarding a client's behavior that might compromise the safety of the client and/or others who come in contact with the client, the guardian understands that any additional risk behaviors may lead to immediate discharge of the client.*

- b) When the child arrives the following staff and departments are notified:
 - i) Residential Services Director
 - ii) Social Services Director
 - iii) Receiving Cottage
 - iv) Campus Pastor
 - v) Epworth Health Center
 - (1) An initial health screening is completed within 24 hours and prior to the client moving into the cottage with other clients. The Health Center staff, under the supervision of the Medical Director/Physician, documents and photographs all marks and/or bruises, and assesses the need for immediate medical care of communicable diseases or other health related concerns. Concerns are addressed immediately as directed in the Health Care Services Policy and Procedures. Any documentation that shows the client has had medical care or a physical in the last year or prior is considered during the decision making process.
 - (2) Previous medical history as gathered on the Intake Assessment is used during the initial health screening and all other medical treatments.
- c) The child's picture is taken for KaleidaCare.
- d) A list of any medications the child takes is obtained, with name and dosage information, and all medications are turned in to the health center staff.
- e) All documents in the admission's packet are explained to the legal guardian and the required signatures are obtained.
- f) A paper copy of the Client & Guardian Handbook is provided to the guardian and client and a signature sheet is completed denoting that a statement of client rights was provided.
- g) The Admission Facilitator creates the Intake Assessment which addresses (when information is made available by the custodian): permanency planning, reason for placement, psychosocial history information, trauma history, special needs, medical needs and pertinent medical history, family history, criminal justice history, prior school information, and medications.
- h) Admission Facilitator completes the Admission Checklist
- i) The Cottage Coordinator completes a clothing inventory.

Independent Living Procedures

1. Throughout the client's service planning and goal setting, independent living options are discussed and researched. A goal for transitioning to independent living is set for the

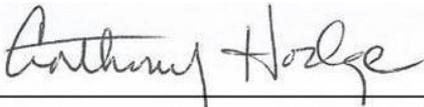
client with his or her input through the Comprehensive Care Plan process as outlined in the Service Planning and Monitoring Policy and Procedures.

- a. Epworth options for various clients:
 - i. The client is deemed ready for a higher education experience at a college or university, and moves to campus during class sessions and stays in an Epworth Independent Living apartment during holidays and summers.
 - ii. The client is deemed ready for a higher education experience at a local community college or trade school, and moves into Epworth's on-campus Independent Living apartments.
 - iii. The client is deemed ready for a job training program and lives in that program's housing, but returns to Epworth for holidays and breaks.
 - iv. The client is not deemed ready for higher education and remains in the cottage.
2. Upon graduation from high school if clients choose to remain in Epworth's care, they transfer into the Independent Living Program under one of the four (4) options listed above.
3. The original record into the Residential Services Program transfers with the client.

Attachment: **Clothing & Other Personal Items Inventory Sheet**
DSS Referral Application for Admission
Epworth Private Placement Residential Application for Admission
Admission Checklist

Admissions Packet Documents:

1. **Client Rights Signature Sheet**
2. **General Release of Records**
3. **Group Home Form**
4. **Informed Consent Form**
5. **Medicaid Permission Form**
6. **DSS Surrogate Letter**
7. **Private Placement Agreement**
8. **Public Placement Agreement**
9. **Records Release Health Information**



February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children's Home Board of Trustees

Date



February 19, 2015

Signature, President/CEO, Epworth Children's Home
Approved by the Epworth Children's Home President/CEO

Date



Epworth Children's Home

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Name	Confidentiality Policy and Client Information Protection Procedures
Applicable to	All Staff Board Members Volunteers Contractors
Location	Policy and Procedure Manual Staff Manual
Effective Date	March 9, 2006
Date(s) of Revision	February 19, 2015
Legal/Other References	COA CR2, RPM 6, RPM 8

Policy: Epworth Children's Home makes every effort possible to ensure the protection of electronic, verbal and printed information against intentional and unintentional destruction or modification and unauthorized disclosure or use.

General Procedures:

1. Client is defined as a child resident, youth resident, parent resident, parent of a resident, past resident or other family member for the purposes of these procedures, and all staff, regardless of department are required to comply.
 - a. Private information includes the following but does not exclude other information:
 - i. names,
 - ii. birth dates
 - iii. residences
 - iv. family genealogy
 - v. employment information
 - vi. psychological and psychiatric information
 - vii. health information
 - viii. information disclosed in conversations and counseling sessions
 - b. All written information obtained while the client is in placement should be held in confidence. What may be considered private may not be readily apparent, therefore, it stands in the best interests of the employee and the agency to be careful and not share any information unless necessary to perform your duties at Epworth.
 - c. All personal and family information contained on forms, summaries, tests, and records which have arrived with the client or have been secured by Epworth staff

at the time of intake is private information. All verbal communication between the client and an employee not written or documented should be treated as confidential.

2. All staff are trained during new hire orientation on client confidentiality regulations and must sign that they understand and agree to abide by these regulations. Program staff are trained annually. Failure to abide by Epworth requirements concerning confidentiality may result in immediate termination.
3. Client information should be disclosed to your supervisor or other appropriate staff using the guidelines defined by the Critical Procedures List and on an “as needed basis”. Such disclosure should be under the direction of the Coordinator of Social Services or the Vice President for Program Services.
4. Private information is not to be shared with non-employees unless it is with the custodian’s **written** permission. Information may not be shared with anyone who is not an Epworth employee unless the necessary release of information form is signed by the client’s custodian.
5. In cases where information has been created by third party providers, their written permission must also be obtained prior to any release of records. Releasing such information without written permission is illegal.
6. Requests for education records are referred to the Vice President for Academics.
7. Staff notify on-call personnel and/or Vice President for Program Services immediately when receiving:
 - a. Any request that involves legal counsel of client or staff.
 - b. Any request for client records present or past.
 - c. Any request by media or unauthorized staff.
 - d. Any subpoenas and court orders.
 - e. Any requests for information including confirmation of a client’s presence at Epworth.
8. Epworth keeps all client records indefinitely.

Safeguarding Private Information Procedure:

All staff on campus:

1. Speak about client, youth or family related issues in private areas – this includes one on one with clients, phone conversations, staff discussions, and meetings
2. Speak only with those persons who should be privy to the information – this includes only what the client should be privy to
3. Keep all client, youth or family information in locked files or drawers
4. If working on paperwork, turn it over to protect the information when approached by another person
5. Keep computer screens turned away from areas where people pass by
6. Shred all papers to be discarded that have any private information on them
7. Keep your computer passwords confidential
8. Do not allow clients to transport or make copies of anything that has information about another client, staff, or family

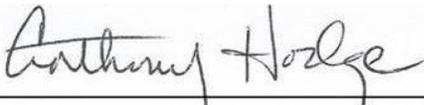
9. If information is requested from sources unfamiliar to you refer them to your supervisor or other appropriate staff – do not assume it is appropriate to give them the information they request
10. Monitor fellow workers and remind to them of the importance of privacy
11. Always err on the side of good privacy practices

Access to Case Records Procedure:

- A client, alumnus and/or family member requesting records must first complete the “Request for Records Form”. The required identification must be presented at the time of the request.
 - An alumnus requesting his or her own records will need to provide a picture ID and a copy of his or her birth certificate.
 - A client requesting records for a deceased parent that resided at Epworth will need to provide a picture ID, a copy of the requesting party’s birth certificate, and a copy of the alumnus’ death certificate.
 - The matter of grandchildren requesting records of grandparents is more complex and requires additional documentation. A grandchild may request the records of a deceased grandparent providing the grandchild’s parent is deceased and a copy of that parent’s death certificate is provided. The requesting grandchild will also need to provide a picture ID, a copy of the requesting party’s birth certificate, documentation of lineage to the grandparent (e.g., an obituary, copies of the parent’s birth certificate), and a copy of the alumnus’ death certificate.
 - Decisions regarding special circumstances that might affect the availability of identifying documents as well as decisions about acceptable equivalent documentation are reserved to the President of Epworth Children’s Home, whose decisions are final.
- Historically, there are many cases in which the files of sibling groups were kept as a unit. In such cases in which siblings’ files were combined, Epworth can only release information that pertains to the direct descendant of the person making the request. This procedure also applies to former clients who were in placement at Epworth with siblings. Information about siblings may only be released with permission of those siblings and acceptable identifying information.
- Epworth will endeavor to provide access to historical alumni files without financial cost to the alumnus; however, donations to off-set the cost of copies and staff time to process such requests will be encouraged.
- If Epworth suspects that it would be harmful for a current or former client to review his/her case record, the President in consultation with the Vice President for Program Services will review all available information and if it is determined that harm may occur, the request will be denied and the reason will be noted in the file.
- If the SC Department of Social Services, Guardian-ad-litem or any other legal authority or representative request access to a case record a court order is required prior to release.
- If another service provider requests access to a case record, the agency must provide a signed copy of its Consent to Release Information Form or equivalent.
- Auditors, contractors and licensing or accrediting personnel sign the Epworth “Confidentially Agreement” prior to access.

Communications Procedure:

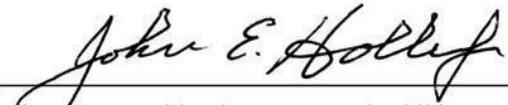
1. Epworth will provide an opportunity for parents and guardians to sign an “Informed Consent Form” outlining all methods for which a client’s individual information may be used in publications and media releases. Without explicit consent no private information (pictures, names, directory information or identifying information) may be used in publications or media releases by Epworth Children’s Home.
2. At intake, all guardians and clients 18 years or older are provided an Informed Consent Form for Epworth Children’s Home. Epworth will respect and honor the consent as it is given or denied by the guardian or client when publishing materials or speaking with the media.
3. The highest-level administrator working directly with an Epworth client shall seek permission each time new or additional information or a photograph are released to media, always noting that participation is voluntary. Staff will note permission granted in the client's file and forward a release to the Vice President of Development & Communications.



February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children’s Home Board of Trustees

Date



February 19, 2015

Signature, President/CEO, Epworth Children’s Home
Approved by the Epworth Children’s Home President/CEO

Date



Epworth Children's Home

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Name	Client Grievance Policy and Procedure
Applicable to	All Epworth Children's Home, Clients and Families
Location	Policy and Procedure Manual Staff Manual
Effective Date	2005
Date(s) of Revision	February 19, 2015
Legal/Other References	CR 3

Policy: Epworth Children's Home believes that all clients and their families should have a fair and equitable opportunity to voice, as well as redress, complaints and grievances.

Epworth Children's Home provides a process to offer resolution to such issues in a sensitive and timely manner, in full accordance with internal and externally-required guidelines.

Procedure:

- The client or family member who has a complaint (the complainant) will be encouraged to speak with a staff member about his/her concern.
- If the complainant feels that this is not sufficient to resolve the situation, staff will support him/her in filing a complaint using the *Client Grievance Form*.
- This form will be submitted to the Vice President of Program Services. In the event that the grievance is pertaining to Vice President of Program Services, the form will be submitted to the Executive Vice President.
- Once the grievance is received by any of the aforementioned a meeting with him/her will be arranged within 5 business days to discuss the complaint and work to resolve it.
- If the grievance is not resolved through these means, the complainant may file the *Formal Complaint Report* and submit it to the Executive Vice President or the President/CEO.
- Epworth Children's Home has developed a *Dispute Resolution Procedure*, which is available to clients, to ensure that disputes are managed as quickly and fairly as possible. This procedure is based on the following principles:

Procedural Fairness

- A client may file a complaint if he/she feels that services were unjustly denied, or that appropriate service was not provided.

- When the complaint is about an individual, the respondent will be given reasonable notice of the complaint, with full details of the alleged breach and an opportunity to answer to all allegations made.

Protection from Reprisal

- A complainant who, in good faith, seeks resolution to a conflict, dispute, or breach may do so without fear of reprisals.
- Threats or reprisals against the complainant may constitute discrimination and/or harassment and will be handled accordingly.
- The complainant will not suffer any reduction or denial of service as a result of filing a grievance.

Abuse of Process

- Any complainant who makes a frivolous or bad faith complaint pursuant to this policy, or any complainant who uses this or other policies or regulations for the purpose of harming another individual or group, will be considered in breach of this policy.

Timelines

- A complainant may report a dispute to Executive Vice President or respective delegate or the President, if the complaint pertains to the Vice President of Program Services within thirty (30) days of the most recent alleged incident, and while the complainant is still a resident or family member of Epworth Children's Home. Complainants who are discharged or graduated from Epworth may not utilize the grievance policy. Permission to proceed with a complaint outside this time limit may only be authorized by the President or delegate.

Confidentiality

- All complainants, respondents, and other persons involved with the complaint will ensure that all matters remain confidential. Witnesses should be informed when they are requested to provide a statement, that such statements will be held in strict confidence, subject to the ability to conduct a full and thorough investigation.

Records

- All correspondence, including notifications and resolutions, and other documents generated under these procedures will be marked "PRIVATE AND CONFIDENTIAL" and stored in a locked and secure file.
- A copy of the notification of resolution will be placed in the appropriate client record/file.

Termination of Process

- The complainant has the right to withdraw the complaint at any time during the process up to the conclusion of the Dispute Resolution Process' final step.
- Epworth may, however, be required to continue with the formal investigation of the dispute to comply with its legal responsibilities under the relevant state and federal laws or regulations, or common law obligations to ensure the ongoing health, safety and security of its clients, staff, and community.

Parallel Processes

- Individuals or groups have the right to pursue resolution/recourse through internal and external avenues including, but not limited to, the police, the courts, and other bodies of competent jurisdiction.

Accommodation Short of Undue Hardship

- To the extent accommodation does not constitute an undue hardship for the organization, or cause a negative impact on the effectiveness of the services provided to the other residents, arrangements may be made to ensure the parties involved are separated during this period.
- Epworth may release the resident into the custody of his/her parents or legal guardian for the duration of the Dispute Resolution Procedure, if necessary.

Epworth's Client Dispute Resolution Procedure

Stage One: Formal Complaint

- When a complaint is not resolved using the Client Grievance procedure above, the complainant may complete the *Formal Complaint Report* and submit it to the Vice President of Program Services or a delegate.
- A *Formal Complaint Report* must be generated by the complainant within thirty (30) days of the alleged grievance. This time limit may be waived by the Vice President for Program Services in consideration of mitigating circumstances that adversely affected the complainant's ability to file a *Formal Complaint Report*.
- A copy of the *Formal Complaint Report* will be filed in the appropriate client record/file.

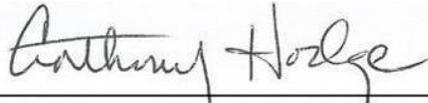
Stage One: Inquiry

- The Vice President for Program Services will commence an Inquiry into the formal complaint within ten (10) days of receipt of the *Formal Complaint Report*.
- The Vice President for Program Services will aim to facilitate a resolution that is mutually acceptable to the complainant and the respondent.
- When appropriate, the Vice President for Program Services or alternate neutral delegate will mediate the parties and attempt to resolve the issue.
- The mediation will occur in joint session, and the mediator will describe;
 - How the process will be undertaken
 - The role of the mediator and the parties
 - The rules and an agenda for the mediation
- A non-binding resolution document will be produced by the Vice President for Program Services within five (5) days of the inquiry's conclusion.

Stage Two: Formal Complaint Appeal

- If the complainant or respondent is dissatisfied with the resolution reached by the Vice President for Program Services in Stage 1, a Stage 2 *Formal Complaint Appeal* application may be submitted by that complainant within thirty (30) days of the resolution document signing.
- The President will receive the *Formal Complaint Appeal*. He/she will review the written evidence and hear arguments, ensuring that the following steps are taken:

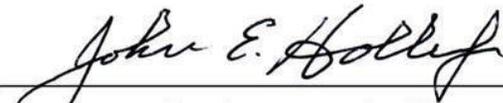
- notify the complainant, the respondent, and witnesses that they are entitled to support and assistance throughout the process;
- interview the complainant, respondent, and witnesses;
- allow the parties to state their case and present evidence;
- analyze the evidence fairly;
- provide an opportunity for the complainant(s) affected and the respondent(s) to respond to the findings and to the conclusions, and
- come to an appropriate decision to fairly resolve the situation.
- The President will deliver a written resolution within sixty (60) days from the commencement of the formal appeal. He/she may confirm or replace the Stage 1 resolution.
- The President's decision is final but is not binding upon the parties.
- Copies of the written resolution are placed in the appropriate client record/files.
- If the conclusion is reached in the dispute resolution process that there is a need to apply strategies to restore a positive service delivery environment, appropriate steps shall be taken to meet such needs, including, but not limited to:
 - specific training for the respondent;
 - workshops for the staff regarding their rights and responsibilities, and/or the application of disciplinary measures.



February 19, 2015

Signature, Chair, Board of Trustees
 Approved by the Epworth Children's Home Board of Trustees

Date



February 19, 2015

Signature, President/CEO, Epworth Children's Home
 Approved by the Epworth Children's Home President/CEO

Date



Epworth
Children's Home

Epworth's Pledge to Clients

If you are a client of Epworth every effort is made to ensure:

- You are treated fairly, with respect and dignity;
- You are provided a safe and nurturing environment;
- You are provided nutritious meal and snack options;
- You have access to the services that are necessary to enhance your physical, developmental and emotional well being;
- You are provided an educationally supportive environment;
- You have the opportunity to develop spiritually;
- You are nurtured and cared for in a non discriminatory manner, without regard to race, national origin, gender, religion, sexual orientation, or disability;
- You and your guardian are informed and involved in decisions that may affect your placement and permanency plans, and your questions regarding such matters are answered with clarity;
- You and your guardian have the opportunity, when possible, to communicate with other family and other support systems such as: parent/guardian, siblings, staff, friends, fictive kin, teachers, mentors, and others;
- You are afforded the measure of privacy that is developmentally and clinically appropriate in your situation;
- Your conversations with caregivers and providers will be kept confidential unless you disclose that someone has or is hurting you or that you are having thoughts of hurting yourself or others. All caregivers and providers are mandated by law to report these concerns to appropriate officials.
- You are able to have personal belongings;
- You are encouraged to explore personal interests, and have opportunities to pursue certain interests and talents;
- You have the opportunity to speak freely, be heard, and are given choices regarding your care: and
- You are treated as an individual who has immeasurable worth.



Epworth Children's Home

Living care. Transforming lives.

Name	Discharging, Case Closing and Aftercare Planning Policy & Residential Services, Independent Living and MFCC Procedures
Applicable to	Program Services Department
Location	Policy and Procedure Manual
Effective Date	November 17, 2005
Date(s) of Revision	February 19, 2015
Legal/Other References	

Policy: Epworth staff will make every effort to provide an orderly and supervised environment in order to promote a successful placement for each client. A client's placement may end for the following reasons:

1. When the custodian/guardian decides to discharge the child; or
2. When Epworth Children's Home, as service provider, decides to terminate services if it is determined that the client and family have made no progress in the program; or Epworth Children's Home, as service provider, decides to terminate its services based upon serious violations including but not limited to possession of a weapon, expulsion from school, involvement in gang activity, behaviors that endanger the safety of other clients and employees, and harassment of other clients, their families, or employees; or,
3. When both the custodian/guardian and Epworth decide that the goals and purpose of the placement have been achieved.

Procedure:

- Preparation of the client and family for discharge and aftercare should begin at admission. The Epworth Case Manager shall have continuous and guided interaction with family members and DSS for the purpose of transitioning the client back to the home and community through the Comprehensive Care Plan (CCP) process and monthly case review.
- Epworth Case Managers inform clients and guardians of aftercare opportunities or information, including alternative placement referral, education records, medical records family therapy at Epworth, individual therapy at Epworth, parenting classes, visitation with siblings remaining in Epworth's care, and community based individual or family

therapy coordination. The Director of the Independent Living Program will initiate regular communication for one year with clients who successfully complete the Independent Living Program. Epworth provides services accepted by client and/or guardian.

- If Epworth feels discharge is necessary, the decision making process shall involve the President and an interdisciplinary team of Epworth staff and, when possible, the custodian/guardian. The President or his/her designee is to approve any discharge where Epworth is terminating its services. The Epworth staff may provide post-discharge services only with approval of the President.
 - When possible, ample notice is given to the client and guardian prior to discharge to allow for an appropriate alternate placement to be arranged if needed.
- The child is seen by a health center staff prior to discharge unless the decision to be discharged is made by the guardian and limited to no notice is given.
- The discharge forms shall have the signatures of both the custodian and President, or his/her designee. The guardian shall receive a copy of the discharge forms.
- The Epworth staff shall complete a discharge packet for each placement, which shall include (a) discharge summary, (b) medications release form, (c) records and (d) clothing inventory. These items may be available at the time of discharge or sent to the custodian within ten (10) days of discharge. The discharge summary shall include the reason(s) for placement and for discharge, the outcome of the placement, services rendered, aftercare plan, if any, and recommendations
- In the event the custodian/guardian decides to discharge the child and Epworth has concerns about the safety and security of the client, Epworth contacts the appropriate county office for the SC Department of Social Services to report that the child has returned home.

Procedures for Emergency Care in the Event of a Placement Disruption

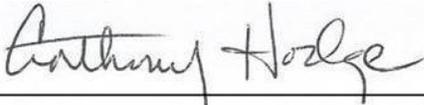
During the course of placement, a resident may exhibit behaviors that are deemed disruptive. Measures are then taken to provide short term care until a suitable plan can be formulated. The following procedures are used in case of a disruption in placement:

1. The legal guardian will be notified of any behaviors or incidents requiring removal of a resident from their respective cottage or that may otherwise compromise the placement.
2. If a resident is threatening to harm self, staff will:
 - a. Call 911 if severe injury has occurred or threat is present
 - b. Call the On-Call Supervisor immediately at 803-331-1242
 - c. Remain with the resident, never leaving that person alone
 - d. An assessment of the situation will be made by a team that may include the Nurse, Vice President for Program Services, Director of Social Services and the Director of Residential Services. If the need for psychiatric hospitalization is warranted, arrangements will be made through the Health Center or the

Social Services Center with the physician on-call. The resident will be supervised at all times by staff while transportation to the hospital is arranged.

3. If a resident's behavior is beyond the scope of management within a group home setting, the legal guardian may be asked to remove the resident from the campus until Epworth can recommend a course of action that is in the child's best interests.
4. The Health Center may be used for supervision and housing up to 48 hours in cases where the resident is deemed too disruptive to be maintained in the cottage but the situation does not warrant hospitalization or immediate removal from campus.
5. If a decision is made to discharge the resident, the Health Center may be used for the above stated period of time, if supervision is available, until arrangements can be made for the guardian to discharge the resident. The Admissions Facilitator will provide the guardian with a list of potential referral sources for alternative placement.

Attachment: **Clothing & Other Personal Items Inventory Sheet**
Discharge Packet



February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children's Home Board of Trustees

Date



February 19, 2015

Signature, President/CEO, Epworth Children's Home
Approved by the Epworth Children's Home President/CEO

Date



Epworth Children's Home

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Name	Parent or Guardian Visitation and Other Expectations Policy and Procedure
Applicable to	Program Department
Location	Policy and Procedure Manual
Effective Date	November 17, 2005
Date(s) of Revision	February 19, 2015
Legal/Other References	DSS Contract Regulations

Policy: Children in the care of Epworth Children's Home shall not be released to anyone who cannot safely care for the child or children.

Epworth shall deny off-campus visitation if the driver of the vehicle transporting the child or children does not have a valid driver's license and/or is under the age of 21. The visitation is denied if there is suspicion of drug, alcohol, or other substance use by any person in the transporting vehicle. No person who is suspected of being under the influence of such a substance will be allowed to operate a vehicle on the Epworth campus.

Epworth communicates visitation and other expectations to Parents and/or Guardians at the time of admission.

Procedures:

1. During the Admissions process Parents or Guardians receive a copy of the Client & Guardian Handbook.

Other Expectations:

We want your experience with Epworth Children's Home to be both helpful and productive. To accomplish this we must work together. We ask you to abide by these guidelines:

1. We ask that the family share information with Epworth staff. We can only serve the child and family if we have a good understanding of the issues affecting the family and contributing to the need for out-of-home placement. The sharing of information starts with the application process and continues through phone conferences, quarterly progress reviews, and meetings. We also ask that the family keep us informed of any changes that may have an impact on the child's behavior or placement.
2. Epworth Children's Home is a **SMOKE AND TOBACCO FREE CAMPUS**. Please refrain from any smoking or tobacco use while you are on campus.

3. Communication with your child is important but phone calls can be disruptive to campus life.
 - Keep phone calls short and during appropriate times of day. If it is not a good time to talk or you get the cottage answering machine, staff will return your call or inform you of a better time to call when your child can talk. Longer calls can be arranged through cottage staff.
 - Correspondence between residents and their families is encouraged. Children have computer access at school, Epworth's Media Center, and the public library, which is in walking distance from campus. Children receive information about internet safety as part of the cottage life skills lessons taught by Case Managers, Cottage Coordinators, and/or Life Skills Specialists.
 - Calls and mail are monitored ONLY as required by Court Orders or if situations arise that Epworth staff determine are in the best interests of the child. If non court ordered phone or mail monitoring is done the client and guardian are informed. Children above the age of 15 are able to earn the privilege of using a personal cell phone. We are unable to monitor calls or activities conducted through the use of a personal cell phone. However, the privilege of using a personal cell phone may be revoked if we have reason to believe the phone is being used for inappropriate contact or activities and the phone may be confiscated and held until discharge or until the guardian requests the phone. Packages are always opened by the client with staff present to assure safety of all the clients in our care.
4. Clients are busy on our campus. Please make arrangements for visits or pick up with cottage staff.
 - Please keep to the scheduled visits and pick up times and contact us if your plans change.
 - Worship is expected at Epworth Children's Home. Pick up or visits should be before or after scheduled worship on campus. You are welcome to attend worship services with your child unless prohibited from doing so by DSS or other legal authorities.
 - Visitation is only with those persons listed on the Approved Visitation List completed at admission. Changes to the Approved Visitation List can be made throughout the child's stay with us by contacting the child's case manager. **NO ONE** will be allowed to visit or pick up if they are not approved by the guardian. Court ordered contact is strictly enforced so please abide by court rulings.
 - Overnight visitation, which requires professional planning and communication, cannot occur without written approval by the respective DSS Case Manager or private custodian.
 - When clients need to take medication during an overnight visit off campus, the visitor is provided the medication and signs a Medication Release Form.
 - Epworth does not prohibit or limit access of residents to legal counsel, state workers with jurisdiction in their respective case, or any other court-appointed representative, such as a Guardian Ad Litem.
 - All visitors sign the Visitation Log in each cottage before being allowed to take a client off campus and sign the client back into the cottage on the same form.
5. Privacy is given to all children and families to the fullest extent possible by Epworth Children's Home.

- We respect the privacy of your child's room and knock before entering. We do not normally search your child's room or belongings without him/her being present.
 - Pictures and participation in both research and scholarly projects is sometimes a part of Epworth life. Your permission is required and you have the right to refuse. We also ask that you take no pictures or videos while on campus to protect the privacy of all our children.
6. Your child will have a plan of care while he/she is with us. Your participation is expected in this process. You will be invited to attend a Comprehensive Care Plan meeting, to review your child's care goals, discharge plan, and progress in our program. You will receive a written copy of this review.
 7. Epworth will give medications prescribed by a medical doctor. If we think your child needs to be seen by a doctor to be evaluated for medication, you will be notified prior to the evaluation. Should a psychotropic medication be prescribed or discontinued, you will be contacted prior to the beginning or discontinuing of such a medication for your child. If you have a question or concern about medication, you may contact the Case Manager and request a consultation with the prescribing doctor. If a child is admitted with standing orders from a doctor for a chronic condition, the prescribed medical regimen will be followed pending further medical evaluation.
 - As with other services offered by Epworth, you and/or your child have the right to refuse to take medication. If medication or other services are refused, we will discuss with you and the child why the services or medications are considered necessary. If the physician and staff believe medication is necessary for the placement to be successful, we may elect to assist you in locating an alternative placement.
 8. We are constantly working to evaluate our services and to improve. Concerns are addressed either to the Director of Residential Services or the Director of Social Services. A formal grievance can be submitted in writing to the Vice President of Program Services who will assist you with our grievance process. If the Vice President of Program Services is not able to satisfy your concern, the matter can be appealed in writing to the President of Epworth Children's Home.

Attachment: **Visitation Log**
Visitation Authorization Sheet
Medication Release Form

Anthony Hodge

February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children's Home Board of Trustees

Date

John E. Hollif

February 19, 2015

Signature, President/CEO, Epworth Children's Home
Approved by the Epworth Children's Home President/CEO

Date



Epworth Children's Home

Living care. Transforming lives.

Name	Foundation for Care Policy and Residential Services Cottage Environment Procedures
Applicable to	All Staff
Location	Policy and Procedure Manual
Effective Date	February 19, 2015
Date(s) of Revision	
Legal/Other References	DSS Regs and Contract

Policy: Epworth's purpose to break the destructive cycle of abuse, neglect and shame and replace it with the opportunity for a life of self-respect, productivity and responsibility serves as the foundation for the individualized comprehensive services offered to clients and the environment in which they are offered.

Milieu Procedure:

Residential Services Cottages are 24-hour "live-in" homes that provide varying services to clients who cannot live in their own homes. Each cottage has a family room, dining room, a kitchen, space for indoor recreation, bedrooms with dressers and closets for each client, private bathrooms, laundry rooms, staff bedrooms and separate bathrooms, and office areas where clients have access to technology and phones. (There is also a computer lab and library in the Barnes Learning Center.) Cottages are gender specific and clients of similar age live together. Clients are supervised by a parent figure titled as Life Skills Specialist (LSS).

Clients receive one or more services provided by Epworth, while the professional staff works with their families to alleviate the circumstances that made separation necessary. Complete nutritional, health, recreational, educational, spiritual, and social work programs meet the physical, emotional, medical, and spiritual needs of the client.

Epworth has chosen to adopt a philosophy of child care in concert with the Cornell University Residential Child Care Project and other member agencies of the South Carolina Association of Children's Homes and Family Services. Epworth Children's Home works to provide:

1. A calm, safe, and organized environment that reflects a caring and therapeutic community
2. A general atmosphere of respect and caring as demonstrated in communication patterns and decision-making
3. Strong relationships between the care givers, clients, and families

4. An organizational approach that reflects congruency among all areas of the agency in serving the best interests of clients.

Clients learn through interacting with their environment, which includes persons, the physical milieu, and opportunities for participation within the Residential and larger community. A quality care environment is designed to enable clients to meet expectations and fully participate in the life of the organization. The social and physical environment motivates clients to participate, get involved, and interact with staff and peers.

Television viewing should generally not be seen as a way of life in the cottage. The TV should not be left on indefinitely or used as a “babysitter”. All programming, music, games and videos need to be carefully chosen for appropriateness. Excessive violence, explicit sexuality, profane language, and inappropriate behavior are prohibited. Staff should pick all entertainment by first screening or previewing and noting ratings. Most movies, games and music rated “G” & “PG” are suitable for pre-teens. Movies rated “PG-13”, if carefully selected and processed with clients, may also be viewed by teens. Most “R” rated items are not appropriate for Epworth. Inappropriate content in any form is not allowed on campus. When uncertain, consult with a supervisor.

The Residential Care Staff:

1. Maintains a well-organized cottage living experience for the clients; tries to keep all schedules straight and knows where clients are at all times; strives to maintain harmony in the cottage and seeks to maintain a good balance in supervision; recognizes each client’s need for learning trust and makes this a significant factor in supervision;
2. Is congenial, understanding, and helpful toward clients, always being available to assist them. Sees that all clients are treated fairly; works at balancing cottage life with the proper amount of informality and dignity; maintains a cheerful and happy attitude; recognizes the importance of example in creating a pleasant atmosphere in the cottage; respects each client’s need for privacy;
3. Cares for the physical needs of clients; helps clients develop habits of cleanliness. Sees that adequate clothing is provided and kept clean and in good repair for each season of the year; sees that clients wear proper clothing according to the occasion and the weather; observes the health of the clients closely, and when needed contacts the Health Center and arranges for clients to be seen; encourages clients to eat well; works closely with the Cottage Coordinator, parents and others involved in caring for the needs of each clients;
4. Teaches clients by example and by instruction; teaches reverence of God and for the Bible; seeks to teach clients consideration and love for other human beings; teaches respect for the person and property of others; tries to balance the day with work, study and play; by example, imparts to the clients self-reliance and confidence in themselves and in others;
5. Advises clients, quietly listens to clients, and is interested in their point of view; talks with each, offering understanding and encouragement in a calm, positive manner; is available, and ready to serve in helpful, cheerful ways; and cooperates with other staff members in this regard; is continually on the lookout for needs for help and directs the individual to the proper staff person;

6. Serves as leader of the cottage group; has knowledge of the structure of the cottage and the processes operating within it; is aware of sub-groups within the larger group and of individual roles played by each member; knows the leaders, followers, and loners in the cottage and seeks to encourage an enriching group experience for all members; participates in the daily life of the cottage so it may provide each client with opportunities for social growth and development; recognizes each client as an individual with a particular place in the cottage group or sub-group;
7. Responsible for physical care of the cottage; attempts to keep a clean, well ordered, happy environment for the clients; organizes and supervises the work; assigns work to the clients and teaches them proper housekeeping techniques; supervise the clients as they carry out their assignments; when possible, allows the clients some choice in their assignments and in the routine of the cottage;

The Staff uses social and recreational activities, democratic group control, and household responsibilities as educational opportunities within the cottage and is quick to see the resulting improvements in cottage morale, and family (parent/child) relationships.

Destination Procedure:

“Destination” is a privilege that offers the clients of Epworth Children’s Home an opportunity to demonstrate responsible conduct outside of the supervision of the staff of Epworth Children’s Home. It is an opportunity for clients to display self-control, respect, and integrity, as well as good decision-making skills while interacting outside of the walls of Epworth. Destination is an earned privilege based on the demonstration of these skills on campus.

Destination can be earned by clients who are 16 or older.

Destination Guidelines:

- Destination must be in groups of two or more
- Destination must be approved by cottage staff (if transportation is needed, it must be approved in time to make appropriate plans)
- Destination must be logged by cottage staff and client must sign in and out
- Destination cannot involve a ride with anyone that has not been approved by the legal guardian
- Destination cannot be in a private home that has not been approved by the legal guardian
- Destination is used for those times outside of religious activities, school work, chores, or other scheduled activities

The privilege of destination can be lost if:

- Client fails to return at the designated time
- Client fails to get permission before leaving campus
- Client fails to follow the guidelines set forth

Cottage Chores Procedure:

The sharing of cottage chores helps to maintain a healthy, clean, and safe environment for clients and staff. The chores listed are *representative* of what could be expected and posted in the cottage for clients and staff. Adjustments will always be required relative to the age and maturity of clients.

Chores are:

- an opportunity for clients to learn valuable life skills and contribute to the well-being of their immediate community.
- never to be excessive in duration or difficulty
- an opportunity for Cottage Staff to model skills and effective teamwork, as well as to develop relationships by working alongside clients.
- expected to be done by staff with clients to help them meet expectations in this area of cottage life.

Cottage chores should be done regularly to keep the cottage neat, clean and safe. Basic cottage chores should include but not be limited to:

- All areas are kept neat, uncluttered, dusted and swept or vacuumed
- All appliances, countertops and floors in kitchen and laundry areas are clean including behind appliances
- All glass doors, windows, mirrors and other similar surfaces are clean
- Bedrooms are neat and uncluttered
- Bathrooms are clear of mildew and clutter and are stocked with soap, tissue and paper towels
- Walkways, porches and outside areas around cottage are swept and uncluttered with clients belongings or trash

Cleaning Routine for Larger Areas

Cottages are responsible for accomplishing more time consuming cleaning tasks as well. This includes such tasks as cleaning windows, outside doors and railings, refrigerators and ovens, carpets and tile floors. Such tasks are performed periodically throughout the year.

Client Interests and Diversity Procedure:

Clients participate actively in decorating and personalizing their sleeping areas, choosing clothing preferences, food preparation and meal planning as applicable, and contribute to decisions about how to make their living area inviting, comfortable and reflective of their interests and diversity.

Clients are provided with sufficient and culturally appropriate personal hygiene and daily living supplies.

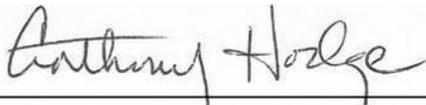
Clients are encouraged to participate in extracurricular activities through the school district. They also have opportunity to participate in camps, UMC events and other events as available. LSS, CCs and CMs assist in transportation to and from such events.

Cottage Planned Activity Procedure:

In consultation with the Cottage Coordinator, each cottage plans a minimum of one Cottage Activity per month on or off campus. Cottage Funds are earned according to the Cottage Funds and Individual Earning Procedures, and are used to pay for activities. Cottage staff complete the Cottage Activity Proposal a minimum of two weeks prior to the activity. The **Cottage Activity Proposal** is used for all activities off campus. Activities are approved or denied during the regular calendar meetings on Tuesdays. Activities may not be held without prior approval. Epworth cars and buses are only available for activities that have been approved.

Staff work to balance activities evenly between life skills, entertainment, community service and learning in order to assist clients in their life experiences and opportunities.

Attachment: **Cottage Activity Proposal**



February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children's Home Board of Trustees

Date



February 19, 2015

Signature, President/CEO, Epworth Children's Home
Approved by the Epworth Children's Home President/CEO

Date



Epworth Children's Home

Living care. Transforming lives.

Name	Medical Permission Agreement Policy and Procedure
Applicable to	All staff
Location	Policy and Procedure Manual
Effective Date	January 2012
Date(s) of Revision	February 19, 2015
Legal/Other References	RPM 3

Policy: A Medical Permission Agreement Form is signed by the guardian, at the time of admission, authorizing Epworth to seek medical treatment, including routine appointments, emergency services and the administration of prescribed medications.

Procedures:

- Guardians are notified of any and all medical treatment and/or medications prescribed while in Epworth's care.
- With the exception of emergency situations requiring immediate medical attention, if upon notification, a guardian objects to the medication being prescribed or the treatment recommended, Epworth informs the doctor of the guardian's concerns, wishes or refusal, and does not follow through with the doctor's orders.

Attachment: **Medical Permission Agreement Form (2015)**

February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children's Home Board of Trustees

Date

February 19, 2015

Signature, President/CEO, Epworth Children's Home
Approved by the Epworth Children's Home President/CEO

Date



Epworth Children's Home

Living care. Transforming lives.

Name	Safeguarding and Usage of Resident Property and Funds Policy & Procedures
Applicable to	Program Services Department
Location	Policy and Procedure Manual
Effective Date	November 17, 2005
Date(s) of Revision	February 19, 2015
Legal/Other References	DSS Contract Regulations

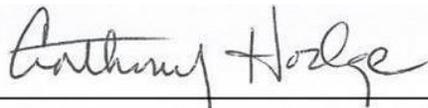
Policy: Clients and Guardians are informed at the time of admission about Epworth's procedures and expectations for the safeguarding and usage of resident property and funds.

Procedures

1. Every resident is provided with an individual closet space and individual dresser space.
2. Residents receive their own bedding and are permitted to decorate their personal space to match their interests as long as it meets expectations of safety, security and appropriateness.
3. Residents are encouraged to safeguard items of high value or family heirlooms with trusted family members, but are allowed and encouraged to bring personal belongings that are meaningful and connect the resident to family.
 - a. While personal electronic equipment is allowed in the cottage, guardians as well as residents are informed that expensive equipment may not be placed in the cottage. Epworth cannot be liable if such equipment is damaged or stolen.
4. Expensive items as wells as inappropriate items brought on campus will be taken from the resident and returned to the parent or guardian.
5. An inventory of personal property is made upon admission and at discharge.
6. Epworth's accounting office maintains individual cash accounts for each resident to keep funds safe. These accounts are available only to the resident. Older residents are encouraged to open bank accounts as they prepare for independent living.

Expectations

1. Epworth does not permit items that are illegal, dangerous, or considered to be paraphernalia or contraband by law enforcement authorities.
 2. Epworth does not permit inappropriate forms of media that displays or uses excessive violence, explicit sexuality, profane language and inappropriate behavior.
 3. Epworth does not operate an allowance system. However, Epworth does offer an incentive system where residents receive payment for participation in and/or achievement in a variety of activities.
-



February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children's Home Board of Trustees

Date



February 19, 2015

Signature, President/CEO, Epworth Children's Home
Approved by the Epworth Children's Home President/CEO

Date



Epworth Children's Home

Living care. Transforming lives.

Name	Service Planning and Monitoring Policy and Residential Services Procedure
Applicable to	All Program Staff
Location	Policy and Procedure Manual
Effective Date	February 15, 2019
Date(s) of Revision	
Legal/Other References	

Policy: Epworth is committed to working collaboratively with clients and family to create individualized service plans for each client. These plans are completed in a timely manner with full participation of the client, guardian, and family and others per the client's request.

Residential Services Procedures:

- The Case Manager reviews the Intake Assessment.
- The Case Manager completes a Strengths and Difficulties Questionnaire Teacher Report form within 30 days of admission and then every 6 months from the date of admission, and at discharge.
- The client completes a Faith Formation Assessment within 30 days of admission and at discharge.
- Clients age 13 and older complete an Ansell Casey Life Skills Assessment within 30 days of admission and annually thereafter.
- Regardless of the documentation gathered during the Intake Assessment, Clients age 12 and older complete an assessment with a counselor specializing in substance use within 30 days of admission to establish a need for prevention or education services. If during this assessment it is determined that a child needs treatment, the counselor will refer to a detoxification or inpatient substance abuse program for adolescents.
- The Vice President for Academics assesses the educational needs of the client through review of school records, contact with the public school, and testing completed by tutors. An educational goal is created for the client and included on the Comprehensive Care Plan. If it is determined that the client needs tutoring, a tutor will be assigned.

Comprehensive Care Plan (CCP):

Within thirty days of admission, each client receives a written Comprehensive Care Plan (CCP). The Case Manager, in conjunction with the child, parent/guardian, and other involved family members formulates personal goals for the child/youth at the first thirty day review meeting after a period of assessment through staff observations, input from multi-disciplinary team members,

and other tools including the Strengths and Difficulties Questionnaire-Teacher Report form and the Ansell Casey Life Skills Assessment.

- Each client is assigned a personal or family goal.
- Clients over the age of 13 are assigned a life skills goal based on their Ansell-Casey Life Skills Assessment.
- Each client is assigned an educational goal created by the Vice President for Academics.
- Each goal includes interventions and methods for achievement as well as target dates for completion.

The CCP is reviewed and redeveloped every six months in the review meeting, to reflect progress and more fully meet the needs of the resident and family.

The CCP and Review Meetings emphasize family involvement, client strengths, development of self, responsibility, and family reunification when possible. Goals for the placement are specifically stated as well as the services that will be offered to achieve the goals.

The CCP Review involves a multi-disciplinary team that includes, but is not limited to the custodian(s), and other involved family, the client, social services providers, mentor, Director of Social Services, Director of Residential Services, and the Epworth Pastor. Each of these team members will receive a Review Meeting Invitation with questions we ask to help us identify needs ahead of time to consider for the CCP. If the guardian is unable to participate in the review, the Case Manager notes the absence on the CCP.

Monthly Reviews:

The Case Manager completes a Monthly Summary on each client, which reflects the client's emotional issues, peer relationships, educational issues, independent living skills, and his/her relationship with authority figures. The Monthly Summary also indicates the client's projected discharge date, as well as their progress towards achieving their discharge goal.

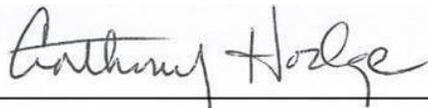
The Case Manager discusses the client's progress towards their CCP goals in the Case Review section of the Monthly Summary. The Case Manager reviews each case monthly with his/her supervisor, the Director of Social Services. All appointments to include medical, dental, and counseling, as well as all visitations and activities are reported on the Monthly Summary.

The Case Manager submits the Monthly Summary via KaleidaCare by the 3rd of each month. The summary is reviewed and signed by the Director of Social Services and/or Director of Residential Services by the 5th of each month. Summaries that are identical to previous months or repetitive in nature are not accepted. For Department of Social Services clients, the Case Managers send a copy of the summary to the DSS worker.

Case Notes:

All cottage employees document employee communication with family and guardian, life skills and independent living groups and topics, cottage family meetings and topics, one-on-one sessions, permanency planning, and completion of SDQ and Ansell Casey Assessments.

Attachment: **Comprehensive Care Plan (CCP) Review Meeting Invite**



February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children's Home Board of Trustees

Date



February 19, 2015

Signature, President/CEO, Epworth Children's Home
Approved by the Epworth Children's Home President/CEO

Date



Epworth Children's Home

Living care. Transforming lives.

Name	Social Services Policy and Procedures
Applicable to	All staff
Location	Policy and Procedure Manual
Effective Date	February 19, 2015
Date(s) of Revision	
Legal/Other References	

Policy: The Social Services Department exists to provide clients with services that promote healing and enable each client to reach his/her God-given potential. The Department works in conjunction with other Epworth ministries to serve each client and his/her family members, within an overall program of health care, recreation, faith formation, education, and support services.

Coordination of Services Procedures:

The Director of Social Services works to provide support services, as clients transition into care and throughout the client's tenure at Epworth. Case management and coordination of services is the primary function of the Social Services staff. Department staff may also provide other services that include social skills training, transition assistance or short term support for individual issues that arise with residents (i.e. family changes, upcoming court proceedings, or relationship issues). Epworth coordinates counseling services, when requested by the state or as needed to support a client in transition. No child or family is denied services because of inability to pay. Families are strongly encouraged to participate in Epworth programs, that include support and parenting education.

Service Provider Procedures:

Service providers sign an MOA annually with Epworth Children's Home and follow all expectations as outlined in the MOA. MOA's are monitored and relationships are supervised by the corresponding Director of the services being provided.

Social Services Internships Procedures:

Epworth contracts with local colleges and universities to provide social services experience for students seeking Master's Degrees in the human resources field, and to enhance the care provided to clients. Under this partnership, the students often have an opportunity to be exposed to all departments at Epworth. The students, under supervision by a licensed professional, may be assigned a small caseload. They may also assist the Director of Social Services with the daily operations of the Department.

Family Services Procedures:

Family service is offered free of charge to the client’s entire family system. Families may participate in family sessions through Epworth’s partnership with the University of South Carolina (USC) Counselor Education Program, through a campus-based DAODAS drug and alcohol counselor, or with other Epworth service providers.

Parenting Education Classes are offered several times each year. These classes are free while the parent’s guide is provided at a nominal charge. Each parent is encouraged to attend all six sessions.

Parenting Support Groups are groups of parents who meet on a regular basis to problem-solve and support one another in the parenting of their children and teens. These groups are free of charge. The meeting frequency and length are determined based on the parents’ schedules.

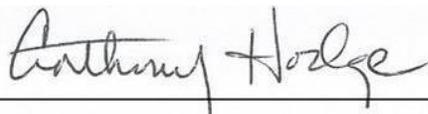
Substance Abuse Education and Prevention Program Procedures:

A certified chemical addiction professional from Rubicon Family Services, Inc. provides substance abuse education and prevention for youth age twelve (12) and older. The objectives of the program are to educate and help at-risk teens to make healthy decisions regarding alcohol and drugs. This professional may also provide skills groups and other activities that promote good choices and positive self image development. This agreement is documented and expectations are outlined in an MOA signed annually by both parties.

Other Related Services Procedures:

Epworth Health Center coordinates any psychiatric or psychological services as needed.

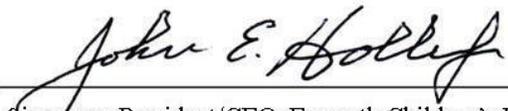
Attachment: **Social Services Orientation**



February 19, 2015

Signature, Chair, Board of Trustees
Approved by the Epworth Children’s Home Board of Trustees

Date



February 19, 2015

Signature, President/CEO, Epworth Children’s Home
Approved by the Epworth Children’s Home President/CEO

Date