

INFORMATION FOR PARENTS ABOUT THE HEARTLIGHT PROGRAM

Heartlight has set a number of policies to insure that we are providing the very best care for your child. At the same time, we are also responsible for insuring success of the Heartlight program as it works with a number of other children. It is our desire to fully inform all parents about the functioning of Heartlight, and to remain in constant communication with our parents to provide full understanding of the strategies and programs set up for your child. Below are a number of policies concerning the highlighted topics. Please read each carefully and feel free to discuss any portion of this information with appropriate Heartlight staff.

Parental Commitment

Through the years we've found that the single most important variable involved in the success of a child's stay at Heartlight is the parent's commitment to our process. This includes their support and trust of the staff, program, philosophy, and guidelines. It is our hope that all parents can get "on board" with us in the process of our staff investing their lives and their effort into the life of the young people at Heartlight. We feel like this "boarding" happens best when parents understand the intent of the program, communicate with the staff, cooperate with our directives, and do not get manipulated by their child.

The main purpose of the Parent Retreats is to allow the parents to get to know the staff that are involved with their child, and to begin their process of understanding the Heartlight program. Meetings at these retreats, as well as the Family Retreats, provide a great setting to discuss updates and courses of action to take with a child. This also happens through weekly phone calls with your child's counselor, as well as your discussion with the house

director. Communication and understanding are key ingredients to your child's understanding of the partnership between Heartlight and the parents. It is crucial and vital to the effectiveness of everyone's efforts that all involved remain focused and intent on staying unified in this unique partnership.

If a child feels that there is not unity between Heartlight and their parents, they will often attempt to manipulate and continue in maladaptive patterns by exploiting the differences and weaknesses they can find.

There are many different ways that parents can sabotage what Heartlight is trying to do for their child, often without realizing the problems that their words or actions can cause. A parent can often have the best intentions for their child, but not see the defeating patterns that exist in the styles of relating with their child. If parents are not committed to working with us and supporting our decisions, they often end up working against us and/or undermining what we are able to do with the child. Examples of how this can happen include discussing a possibility of the child coming home without graduating the program and/or discussing timelines or dates that a child could come home without making graduation the determining factor. Any attempt to rescue a child from the consequences of their behaviors or the struggles that they need to go through will also deter the child's progress. There are times that will be difficult for the child as they talk through painful topics, face truths about themselves, and learn to live in community with others. These are all great opportunities for change and growth, but if the child is not allowed to go through the difficult times, they will miss out on those lessons.

There are often times that a child will complain to their parents about things that are happening here, consequences they have received, or being treated unfairly. When parents jump to the defense of the child, promise to take care of it, and call the staff or counselor to complain and plead their child's case, this also takes

away from the influence we can have on the child. Sometimes the child has changed some of the details, not told the whole story, or is specifically trying to cause division or conflict between the staff and parents. Our hope is that parents will always come to us with questions, and keep in mind the goal that we are working towards together. We are always willing to address questions and concerns, but hope that parents will remain trusting as we look for answers and solutions together, knowing that we are all looking out for the best interest of the child.

Parental Visits to Heartlight

Heartlight is dedicated to the family as a whole, and encourages the full and total support of the family while a child is involved in the Heartlight program. While visits from the parents and other family members are greatly encouraged, Heartlight must limit the amount of visits for obvious reasons. The Heartlight level system determines parent visitation. When the level system allows parent visitation or a resident's visitation home; we limit visitation to once a month, per counselor approval. Heartlight reserves the right to limit visits, should they not be in the best interest of the child, the family, and/or our program. This may be affected by discipline or behavioral problems that occur with the child, or the emotional level of functioning for the child or family at the time of a potential visit.

Level System and Parents' Investment in That System

Heartlight's Level System is designed to promote responsible thinking and behavior, and to reward such behavior and change of heart with greater privileges. It is our desire that parents will support, by word and deed, those privileges and restrictions under each specific level. This includes phone calls, mail, visits home, etc. Completion of this system is paramount to a child's "success" upon returning home. Historically, residents who have left Heartlight without completing the Level System have had more

difficulties at home. Our desire and intention is to see each child complete the program. Our staff will not support any variance from this standard. We would prefer that a child not be placed at Heartlight if the family does not fully intend for their child to finish the Level System and graduate from the program. (Level System is included in packet)

New Residents Upon Admission

At the time of admission for a new resident, it is essential that the new resident understand the basic and fundamental functions of the Heartlight program. Because the staff at Heartlight don't know how a new resident will adapt to this new environment, the need for a "transition period" is crucial. This gives Heartlight a period to observe a child's intent, willingness, demeanor, teachability, and understanding of their placement at Heartlight. It is during this time of Level I

Orientation when an understanding of the basic and essential requirements of Heartlight is transferred. If we do not transfer these concepts upon a new resident's arrival, all other time at Heartlight will be difficult and unproductive. Progression through this temporary stage will be determined by a child's manner in which they accept Heartlight's guidelines.

Parent Communication/Reports

We encourage you to be in touch with your child's counselor and/or house director weekly or at least every other week to discuss your child.

Within the first 40 days of your child's stay at Heartlight, you will receive a Plan of Service, followed by an updated Plan of Service Review every 6 months. You and your child will be asked to be involved in these reviews. We will e-mail or mail you a form you can use to give us your thoughts and input to include in the formulation of these treatment goals and plans. We encourage you

to review these materials thoroughly and then discuss any thoughts, concerns, or comments you might have with your child's counselor and/or the treatment team.

Please don't hesitate to call should you have any questions, concerns, comments, or needs. You may want to utilize a facsimile machine or e-mail and send us an agenda that you want to discuss with our staff prior to your phone call to make sure that discussions are productive and complete. Heartlight's FAX number is (903) 668-3453. Our e-mail address is heartlight@aol.com. You may check with your individual counselor for their personal e-mail address.

Because of the division of responsibilities among the staff, parents are encouraged to utilize different staff's thoughts and input as to the progress of their child. Any questions about a particular area for your child should be directed to the person in charge of that area, i.e. counselor, house director, residential director, or academic director. Please refer to the **Who to Contact When...** sheet to help determine who the appropriate contact person is.

Communication between the staff and parents is vital. It is essential for your child to understand that there will be a concerted and supportive effort between staff and their parents. We ask the parents to take the lead in initiating communication with Heartlight staff. At times, you may get the voice mail. If so, please leave a message, and our staff will get back with you within 24 hours, or your call will be directed to a more appropriate staff to handle your questions or give updates, as soon as they are able.

Telephone Calls

Parents are allowed to call one time a week at a designated time, which the house director will pre-arrange with you, following your child's first counseling session. Most often this is within the first 7 to 10 days following admission. The designated phone time

eliminates parents calling and not being able to get through to talk to their child. These calls will be limited to 30 minutes or less. Staff may ask your child to hang up early if they are becoming angry or disrespectful, or if the call is becoming harmful or unproductive. Parents are to call the resident. The resident cannot make outgoing calls. Residents are not allowed to use the Heartlight office phones. A listing of staff's individual phone numbers will be given to you upon admittance to the program.

Mail

New residents most often begin to receive mail from immediate family within the first 14 days of placement. In rare cases, Heartlight will ask that mail be limited or not sent. This would be communicated with explanation in treatment goals. More often than not it would involve circumstances with a child whose anger needs space and time to settle. At the counselor's discretion (following the Level System privileges) and through discussion with you, others may be able to send mail to your child. The same procedures are used to evaluate your child's privilege of writing those other than immediate family. You may send envelopes and stamps, or Heartlight can purchase them for your child from their expense account. Please send all mail with a return address. No mail is dispersed without a return address. If your child mails you a letter that includes a letter to a friend, we ask that you not mail or give that letter to the friend until the level system allows for communication with people other than family. The child's mail will be uncensored, unless there is a concern regarding the best interest of the child that would necessitate monitoring and/or opening of incoming or outgoing mail.

Gifts

Gifts may be sent to your child on holidays, birthdays, and special occasions. Heartlight encourages gifts from family to be within reason. We do ask that you call the House Director or your child's

counselor prior to sending any gift. If you are sending food or candy, we ask that you send enough for the whole house to share. Food is not allowed to be kept in the residential bedrooms.

Parent/Family Retreats

There are three Parent Retreats and three Family Retreats that each parent will be asked to attend throughout the year. Family Retreats are easy-going, and are designed to give opportunities for families to be together in a relaxed and fun atmosphere. Family Retreats are mainly intended for immediate family; any other family members that may wish to attend need to be approved by the child's counselor. The Parent Retreats are designed to give parents a "seminar-type" opportunity to learn more about how Heartlight works with their child and effective ways of handling difficulties. We ask parents to attend these retreats in order; #1 Retreat, #2 Retreat, #3 Retreat. Please ask your counselor to explain the rotation of the Parent Retreats so that you will understand when it is time for you to attend the appropriate retreat for you. The Parent Retreats are smaller groups of parents. You attend a Parent Retreat approximately every three months. These are also the times that the parents are able to spend a large amount of time with the Heartlight Counselors and Directors. Most often parents will spend time with their child during evening meal break-times of the Parent Retreats. However, a child must be on level three and have approval from the counselor to go off property with a parent. Therefore at the #1 Retreat, Heartlight serves the evening meal in the conference center in order for the parent and child to have some time together even though they may not be able to leave property.

Over the years, Heartlight has found that those families that do not participate in the retreats have a more difficult time when their child returns home. Participation in these retreats is vital and required, and viewed by the Heartlight staff as essential and paramount in the "working through" of struggles and difficulties.

A schedule of these retreats is mailed and updated on our website on a regular basis. Attendance of retreats should be worked out and discussed with the child's counselor.

Heartlight Break Times

Heartlight does have a number of times throughout the year that we take a "break," allowing those residents on the appropriate level to go home for all or part of that break. These break times happen during the public school scheduled breaks; i.e. Thanksgiving, Christmas Break, Spring Break, End of School Break, and End of the Heartlight Summer Program Break. Exact dates for these breaks will be mailed to you occasionally throughout the year. Heartlight is closed only four days each year. Those four days are at Christmas. Permission for a child to go home over these breaks will be determined by the level system and the child's counselor, in conjunction with conversations with parents, reviews of the child's progress at Heartlight, and the determination of the best interest of the child. If there is any question that a trip home would prove detrimental to the child's progress or if the child has not completed the necessary responsibilities (such as schoolwork) to go home for a visit, Heartlight would recommend that the child stay at Heartlight for these breaks. However, all Heartlight residents will have a Christmas break, where they are not under Heartlight jurisdiction, for a minimum of four days.

If a child is scheduled to go home for a break, yet a behavioral issue occurs that results in work hours or restriction status, the child's break may be lost or shortened as part of their consequences. This would be evaluated by the Treatment Team in an attempt to determine what would serve the greatest purpose for the child. At times, there are last minute decisions for a child to remain at Heartlight during a break, even if a plane ticket has already been purchased.

Travel Arrangements

Heartlight desires to work with families to set all schedules for travel arrangements for any and all travel needs of the residents. This enables us to coordinate travel for all residents in the most efficient way. In order to make arrangements for your child to come home during one of the breaks, it is first necessary to talk to the child's counselor to find out what time frame he or she is eligible to leave campus. The guys and girls travel on different days. Once the time frame has been established with the counselor, tentative plans for travel can be made. If your child is flying or riding the bus or train, travel arrangements must first be approved through the travel coordinator. Put these on hold and e-mail this information to the travel coordinator and your counselor. Once the tentative plans are approved, tickets may be purchased and finalized. Itineraries must be approved by Heartlight before the ticket is booked. If they are not, you may be responsible for a change of ticket fee dependent on the airlines procedures. Itineraries and tickets must be mailed or e-mailed to Heartlight at least one week in advance (but as soon as possible is helpful). Please forward a copy of the e-ticket or paper tickets (that show that the ticket has been purchased) to the counselor and the travel coordinator so that plans can be made to transport your child to the airport, bus or train station. If you are driving to pick your child up at Heartlight, the date and approximate time you will arrive should also be given to the travel coordinator so that their staff can be notified. Please note: The only airport that Heartlight can provide transportation to is the Longview airport (airport code GGG). Flights out of Shreveport (airport code SHV) need to be discussed prior to checking on flights. Flights from Dallas or

Tyler airports are not to be booked. Heartlight discourages travel on days that would cause a child to miss any portion of school.

Additionally, the counselor communicates with parents and residents prior to any home visit in regards to expectations,

structure, and guidelines for their time at home. The privileges and limits of the level that your child is on at the time of a visit should be the framework of the guidelines that you discuss with your counselor. This communication makes for more successful visits away from Heartlight. Please take the initiative with your counselor to insure that these discussions take place.

During a break time, if you or your child needs to talk to someone during a hard moment, do not hesitate to call. Someone will be able to take your call even if it is not your counselor. You can call direct phone numbers or call the pager to reach the staff on call.

Trips Away from the Facility

Your child will travel away from the Heartlight facility a number of times throughout the week (dependent on their level). This may include to and from school, house activities, point-times, night out with staff, program events or school events. Heartlight is a relational ministry that strives to spend time with young people in as many different situations and places as possible. Other trips your child will take include trips home on holidays or breaks. Your child will be escorted until he/she is beyond security checkpoints at places of departure. An authorization form must be signed prior to admission that releases Heartlight from responsibility for your child when he/she is traveling alone to and from a particular destination approved by you, i.e. home for the holidays, visiting brothers, sisters, and extended family, etc.

Runaway Situations

In a runaway situation, Heartlight will contact the Harrison County Sheriff's Department immediately and file a missing persons report. Please understand that we will do all we can to locate your child within a 24 hour time period (follow up on phone calls, search the three mile radius around Heartlight, and follow any leads that we might receive). This does not mean that we will be

able to drive around for 24 hours, but we will search the area significantly until we are certain there is no immediate sighting, or until we have exhausted all possible leads. Heartlight will notify parents and keep them informed on a daily basis if any additional information or leads become available. Heartlight's program has to continue regardless of a runaway situation. We do not want one child's choice to run away to detract from the program for the other residents. Beyond 24 hours, Heartlight will allow law enforcement officials to oversee the search for a child and will not actively participate in the search for a runaway child. It is very helpful for the parent to do all that they can to check with friends, e-mails, blog accounts, etc. More often than not we see residents make initial contact with family. We ask that you stay in communication with us in these situations as well. We will maintain communication with law enforcement and do as much as we can to assist them in their search.

For any further contact or follow-up, the family should communicate with the Director of Residential Living or the Heartlight On-Call Staff for that day. Following this system of communication keeps the flow of communication more efficient.

Heartlight will assess a runaway on a case-by-case basis to determine if it is necessary to terminate the residential relationship. The Director of Residential Living will communicate with parents if there is a need to discuss the probability of termination.

Dismissal from Heartlight

It is our hope that Heartlight's program will be successful in the life of your child. While success cannot be guaranteed, our faithfulness to the cause of Heartlight can be. That faithfulness, coupled with the working attitude of your child, will hopefully produce a changed heart. However, if it becomes apparent that the admission review, interview, and intake process may not have given us the complete picture of your child's needs, we may need

to reevaluate their placement at Heartlight. If their needs may require intervention or treatment beyond the scope of Heartlight, we will communicate our concerns with you and assist you with referral options that might best suit your child's needs and your investment of time and money. Additionally, at times, the "workability" of a child may limit the effectiveness of the Heartlight program and get to the point where they are a negative influence on other residents. It is of utmost importance that your child display respect towards Heartlight, staff and other residents, as he/she struggles through his or her own difficulties. A child may be asked to leave the program if, at any time, Heartlight feels that we have tried everything we can with a child, with little to no results. Also, if a resident on Restriction II has made no improvement upon evaluation, to such a point that we've come to an impasse, or if there is a blatant violation of the principles set forth by Heartlight, we may ask that you find other placement for your child.

While it is our overall desire to keep this from happening, Heartlight will not allow any one child to have negative control over others or to destroy the effectiveness of Heartlight for others in the program. Grounds for dismissal may include: drug usage, blatant disrespect for authority that prevents Heartlight from "happening" in the life of a child, a consistent negative influence on other residents, persistent disruption of the child's house, any type of physical threat to a resident or staff, sexual relationships with other residents, a blatant destruction of personal property, suicidal attempts or threats, lack of progress through the Level System, repeated violation of policy and/or discipline measures are no longer effective, an unwillingness to continue to work through problems with their counselor, being expelled from the public school system, or repeated runaway attempts.

Parents will be contacted immediately upon the staff's first discussion about the possibility of discharge from Heartlight. In the

event a resident needs to be discharged from Heartlight and will be admitted to a different program, Heartlight will make all efforts to work with parents in an appropriate timeframe to secure admission to another program. Heartlight must, however, make decisions based on the best interest of all residents at Heartlight, and on rare occasions Heartlight will have to ask a resident to be discharged with only 24 hours notice to the parents. If it is determined that the child's placement with Heartlight must be terminated, the Discharge Policy would be implemented.

See Placement Agreement for financial details regarding a child leaving the program early, or early discharge.

Counseling Program

The foundation of the Heartlight counseling program is biblical truth. It is multi-faceted, supported by all staff and utilized in all interaction with your child. Counseling occurs in some way in every aspect of the Heartlight program as we develop the bridges of trust and friendship that open the doors for communication and growth. The more open a child is to these relationships with the staff, the more change we will see in that child's life. The predominant goals of residential counseling are to pursue and develop emotional insight, maturity and self-control in each resident, through individual and group cognitive-behavioral therapy. The residential component provides the relational arena to "flesh out" what they identify and sift through in the safe environment with their counselor.

Each resident meets individually with his/her counselor for one hour each week. In addition, all residents are involved in group therapy meetings that are scheduled weekly. Groups deal with issues such as anger, depression, abuse, self-esteem, substance abuse, manipulation, deceitfulness, divorce, peer-pressure, relational and social skills, and other topics that the residents may identify in their lives and relationships. All groups are led by the

counseling staff.

The counseling staff works closely with a local psychiatrist who comes to our facility to meet with the residents for evaluations and to monitor medication. The counselor acts as a liaison between parents, residents and the psychiatrist.

Spiritual Life

Heartlight is a Christian ministry that is dedicated to a Biblical Counseling model, the guidance of Scripture for family renewal, and the fulfillment of a person's life through a personal relationship with Jesus Christ. The Spiritual Life program of Heartlight does not force-feed the gospel or spirituality, but seeks to invite residents into a relationship with Jesus Christ through many different aspects. The Spiritual Life program includes: required church attendance on Sunday morning, an optional Bible study that is offered weekly (either in their house or with all of Heartlight), and program events that provide opportunities to give Scriptural truths and answers to the questions asked by residents. They also have opportunities to ask questions and discuss their thoughts with their staff through residential living and point times; as well as in weekly counseling.

Heartlight's View of Academic Participation

Heartlight provides one learning environment for it's educational program. All residents participate in "on-site" school, using Edgenuity (Education 2020) curriculum provided by Park City Independent Online School, or Texas Tech University Independent School District curriculum. Our Academic Director will determine which curriculum is best suited for each student upon arrival, based upon academic ability, past academic accomplishments and educational needs.

Heartlight has four certified teachers on staff who have collectively amassed over 20 years of teaching experience and will be supervising and offering instruction in the classroom. Once the student has been enrolled with either school and the courses made available online, the students may begin their courses. Their progress and grades are measured through percentages and lessons, which are also monitored by the Academic Director, as well as the Edgenuity and Texas Tech instructors. Parents will be emailed a weekly progress report directly from Edgenuity and be sent a monthly progress report from Heartlight's Academic Director.

Park City Independent is a fully accredited online school that provides students the opportunity to learn from anywhere in the U.S. and around the world. Using a virtual classroom, students can gain more understanding of a course through video lectures, homework assignments, quizzes, and tests. The program allows students to work at their own pace, while still having access to each instructor for each course. Upon completion, the completed courses will be printed on a Park City Independent transcript, along with all other credits previously earned. Because Park City Independent is fully accredited, the credits each student earns should have no problem transferring to the school from which he or she plans on graduating. Park City Independent also offers a diploma for those who complete their senior level credits through their curriculum.

Similarly, Texas Tech University ISD is also a fully accredited online school that provides the same opportunities that Park City Independent provides, just in a different nature. Texas Tech is set up with lessons and instruction given online, but also through textbooks (which Heartlight provides). There is an instructor assigned to each course, so the student has access to ask questions and receive feedback on assignments. Texas Tech follows the Texas Public School system graduation requirements and guidelines, including EOC/STAAR testing. Upon completion, the

courses will be printed on a Texas Tech University High School transcript along with all other credits previously earned. A diploma is also offered for those students who graduate with the Texas Tech curriculum.

School courses will be ordered as soon as the transcripts are available and will be charged to the parent's credit card on file (unless arrangements have been made to pay with the expense account) as soon as the order is processed. The cost is \$225 per semester course with Park City Independent and \$180 per semester course with Texas Tech, which does not include the cost of extra materials a student may need (pens, pencils, paper, calculator, etc.). These items will be provided for them upon request. We begin with four courses at a time - English, Social Studies, Math and Science, and normally do all four to help students stay on track. If requested, two or three courses can be ordered per Heartlight's Academic Director's approval. Once the student has completed four courses, additional courses will be ordered.

Heartlight's Academic Director formulates individual academic plans for each resident based on their individual needs as a student. This plan is based on the students' learning abilities, past academic history and educational needs. The Director is the liaison between Heartlight and the two schools, ordering the appropriate curriculum for the students, and monitoring each student's progress ensuring that each student progresses as needed. The Director also oversees each academic advisor from each of the residential houses, as well as the four certified teachers in the classroom.

While academics are not Heartlight's primary focus in helping your child become healthy, we do believe that it is an important part of each resident's growth and maturity. We encourage parents to remember that as each resident grows through the struggles of being away from home, adjusting to life at Heartlight, and starts to

uncover sensitive and motivating issues, there may be a period of time that their academic progress slows. It is our goal and desire to keep them motivated and moving forward through Heartlight's maturing process.

HEARTLIGHT'S DISCIPLINE POLICY

Discipline can be used as a tool to move a child in the correct direction building character and esteem, or it can be used as a weapon to destroy a child's spirit, motivation, and self-esteem. Heartlight believes that correction for inappropriate behavior is necessary, but must follow strict and ardent guidelines to ensure the success of any discipline. Discipline must therefore be consistent, purposeful, fair, and proper, depending on the individual needs of a child. No disciplinary measures will be physically or emotionally damaging to any child. There will be no harsh, cruel, or unnecessary punishment. There will be no "hazing" of any child. Furthermore, no punishment will include any action or word that might be detrimental to the child's spirit, or demeaning to his/her character in regards to academics, family background, past mistakes, or any social, physical, or emotional limitations. To ensure the success of this discipline policy, the following guidelines have been established, so that the child fully understands the actions that will follow specific infractions. All residents will be treated fairly and equitably. Discipline shall be based on a careful assessment of the circumstances of each case. Factors to consider will include the seriousness of the offense, the resident's age, how long the resident has been at Heartlight, the frequency of misconduct, and the potential effect of the misconduct on Heartlight and other residents.

INFRACTION

1. Fighting
2. Continual Abuse of Rules
3. **Disrespect**

Dishonesty

Disobedience

4. Smoking/Tobacco

DISCIPLINE

Work Project

Restriction Status

4 hr. Work Project (Staff Discretion) **Possible Restriction Status** 1st –
4 hour work project 2nd – 1 day of 8 - 10 hr. Work Project

(No School) 3rd – 2 days of 8 - 10 hr. Work Project (No School)

5. Violation/Music Policy 6. Drug Usage/Alcohol

7. Abuse of Animals 8. Abuse of property 9. Not Completing chores

10. Runaway

4th – Restriction I Loss of Music for house for 1 month Restriction 2
Status Possible Dismissal from program Loss of riding privileges 4 hr.
Work project and pay for damages. Re-do the chore Loss of Allowance
for week 1-hour work project Case by case basis; see Runaway Policy

Work projects may be replaced with other types of discipline
where warranted. These disciplines could include loss of
involvement in program activities.

POSITIVE REINFORCEMENT FOR POSITIVE BEHAVIOR

Just as Heartlight insures discipline and correction for misbehavior
and the need for control, Heartlight also insures recognition of
positive behavior and reinforcement of growth and progress. This
is measured in three areas, all separate and determined
individually. They are as follows:

1. Academic -

1. Academic: Every week, residents who have completed their requirement will receive a reward from the Academic Director.
2. Positive encouragement will be given continually.
3. Meeting requirements to help continue to progress through the level system.

2. Family - Rewards are given to kids who are working on their family relationships, show growth and improvement, and are demonstrating an acceptance of responsibility in this area. Those can include special trips with their family, more weekends at home, and visits to brothers and sisters.

3. Heartlight Living - For those that consistently do what is expected, act honestly, and are respectful to authority, including the Heartlight staff, they are moved up the level system, which increases their privileges. In addition there are times that special trips, special recognition dinners, and extra outings are planned for those who are progressing well within the Heartlight System.

Heartlight strives to use praise, positive reinforcement, and encouragement along with disciplinary measures. We desire to encourage self-esteem, self-control, and self-direction by using positive alternatives and guidance in the redirection of a child whenever possible. Our goal in discipline is always to teach a child a new, healthier, and/or more productive alternative to their present behaviors.

Heartlight's Use of Corporal Punishment

Heartlight does not use any form of corporal punishment for discipline of the residents.

RESTRICTION STATUS I

Current Residents: On any Level, a resident may be placed on Restriction I status when behavior has deteriorated and normal discipline procedures have become ineffective **OR** a blatant disregard of Heartlight policies has taken place. Restriction I Status is reviewed every 5-10 days.

Conditions: Staff Determination that current discipline procedures are not working. Repeated discipline problems following ISS/OCS or **repeated** ISS/OCS

(refer to discipline policy). Suspension or expulsion from school.

Restrictions:

*Runaway attempts, or Demeanor indicates (by Staff discretion) a desire to run - possibility to be put on R-1. Extreme Disobedience/Disrespect

Non – participation in Heartlight activities which includes Masters, Question and Answer, or other activity events (residents will be allowed to participate in all counseling activities).

During Restriction I, there will be work projects each day after school (3:30 – 6:30 p.m./dinner, which ever is first). On Saturdays, Sundays, or school break days, they will work all day (8:30 a.m. – 6:30 p.m.). Those who are not in school or expelled will work from 8:30 a.m. to 6:30 p.m. or dinner which ever is first.

Residents are to wear orange suits while in work projects on Restriction I.

Non–participation in any extra–curricular activities at school. Implement Level II Privileges (Loss of allowance, going home, letters from friends, etc). The duration of this Restriction I is 5-10 days.

Those residents that remain expelled but move “off” Restriction I due to a good review will continue to work (not wearing orange suits) during school days from 8:30 a.m. to 3:00 p.m. These residents will fully participate in all program activities.

*Runaway situations are evaluated on a case by case basis.

RESTRICTION STATUS II

Current Residents: When a current resident, at any level, is having difficulty functioning under the Heartlight policies, rules, and disciplines, and all attempts to correct such behavior and attitudes is ineffective, and/or Restriction I status is proving futile, then that resident, under staff determination, will be moved to Restriction II status.

If major improvement is not evident after 5-10 days, the resident may be moved down a level. At the end of the subsequent 5-10 days, if progress is not noted, then a conference will be called with the parents to determine the future placement of this resident and whether Heartlight is a continued option for this child.

However, in the event that a child leaves the property without permission and is considered a “runaway,” the resident is placed immediately on Restriction II status for

5-10 days upon their return to Heartlight.

If after 5-10 days there is improvement in attitude and demeanor, **and** Heartlight deems that this child is “workable” in the Heartlight program, the child will be placed on Restriction I status for the next 5-10 days.

Please note that Restriction II status eliminates the privilege of going to school, until the designated period is over, possibly resulting in loss of credit for excess absences.

Conditions:

Restrictions:

Staff Determination on Restriction I status residents *Runaway attempts or Demeanor indicates (by Staff discretion) a desire to run - possibility to be put on R-2. Drug or Alcohol Use Extreme Disobedience/Disrespect

Forfeiting of all clothing and wearing of orange suit. Non – participation in any academic settings or Heartlight events. Work projects for the duration of Restriction II. Level I Privileges These work projects will be from 8:30 a.m. to 6:30 p.m.

Resident is able to participate in counseling events as deemed appropriate by the counselor.

In the case of drug/alcohol use: if the resident is at Heartlight’s main program, they may be asked to move to East or South and forgo the Restriction II status. This will be determined on an individual basis and in the best interest of the resident.

*Runaway situations are evaluated on a case by case basis.

Heartlight Procedures for Intervention with Self-harm Behaviors

Self-harm/mutilation To be defined as:

- the intentional cutting or scratching on the body
- any intentional burning or piercing on the body
- any intentional ingestion of cleansers, poisons or medications
Heartlight procedures for any resident with past history or current behaviors of self-harm, or anyone who begins self-harm behavior may include the following:
- Resident will be asked to stay in open, common areas of the

Heartlight facilities, except at bedtime. Staff will frequently monitor the environment of the resident.

- Room and personal belongings may be randomly checked.
- Residents may sleep in a staff room if deemed necessary for safety.
- Resident will have restricted use of sharp items (razors, scissors, paperclips, staples, etc).
- Doors in the resident's bedroom/bathroom may be removed.
- Body checks may be implemented as deemed necessary.
- Resident may be exempt from Heartlight program events.
- Resident may be given work hours.
- Resident will be taken to a hospital if any medical attention is needed, and/or if it is determined that there is a significant risk for further self-harm. Someone from the Heartlight Treatment Team will communicate with a parent if a child does intentionally harm himself/herself, or if we have reason to believe they are at risk of doing so. Each child and situation is always looked at individually. Consequences will be determined based on what we believe the child needs, as well as the motivation behind the self-harming behaviors, the child's current emotional state, past occurrences of self-harm, as well as any other circumstances or factors that we believe to be important or influential for the child at the time. Our first goal for a child will be safety. Ensuring that a child is safe from harming himself/herself will always be our main priority. After that we can begin to look at redirection and how to replace this behavior with a more healthy and

productive behavior or coping skill.

INFORMATION FOR ADMISSION DATE Family/Resident Expense Account

The Family Expense Account is set up to provide for each resident's personal needs throughout their stay at Heartlight.

Initial Deposit:

Payable To: Payments Required: Payment Due Date: Contact Person:

\$400 (Due at the time of admission).

Heartlight Family Expense Account The total amount of charges occurred monthly. Upon receipt of monthly statement. Pam Mitchell---Conference Center (668-2173, Ext. #11)

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A statement is generated in our office and will be mailed to you within 2 to 3 days after the last day of each month. The original receipt for each charge will be included with the statement.

Expenses Allowed

1. Personal Needs
2. Medication
3. Parent-approved Doctor Appointments or Fees
4. Miscellaneous School Supplies **Expenses Not Allowed**

1. **Clothing**----Clothing is not considered an ordinary expense covered by this account. In the event that clothing can not be purchased during break days, or if a child has an immediate need, staff can take a child shopping, but additional money must be received by our office prior to the House Director scheduling a shopping trip.
2. **Medical Appointments exceeding \$100**----When an appointment is approved by the parent, the House Director will give an estimate of charges. The money must be received prior to scheduling the appointment or the billing will be mailed to you directly for payment.
3. **Texas Tech. Tuition**----**This must be paid by the parent's personal credit card and initiated by the Academic Coordinator.**
4. **Psychiatrist Appointments**----**This must be paid by the parent's personal credit card and initiated by the appointed Counselor.**

THINGS TO BRING AT TIME OF PLACEMENT AT HEARTLIGHT

Legal

Copy of Birth Certificate Copy of Social Security Card Copy of Divorce/Custody Papers if applicable - ***resident may not be admitted without this.*** Copy of any Court/Probation Orders Valid Picture I.D. for Heartlight file and travel – 2 copies

Medical

Any previous placement or treatment/counseling reports. Copy of **current** immunization record Completed Medical History Form

Signed Medical Exam by physician **within one year of admission** or this will be done at Heartlight within the first 30 days of placement. (Please use Heartlight's Medical Exam form as it lists the required lab tests.) Copies of last dental visit notes or letter from dentist stating the last dental exam and recommendations. (Your child must have had a **dental exam within the last year**) Medical and Dental Insurance Information Copy of any Health Cards Minimum of 45-day supply of any medication child is taking.

Living Items

Alarm clock (battery operated) No CD players or radios. No CDs, as Heartlight has its own stereo system and CDs Bedding for a twin bed - set of sheets, blanket, comforter (optional), and pillow 3 **white** bath towels, hand towels and wash cloths No guns, knives, archery, slingshots Residents are allowed to bring fishing poles, athletic equipment, acoustical guitars, etc. Pictures, posters, books, desk nick-knacks as there are bulletin boards and desks for each child. Girl South residents may **only** use **electric razors**. Please bring personal razor.

Financial

First Month's Fee. We do not accept credit cards for tuition.
Expense Account Initial deposit - check for \$400

Educational

Educational History Form Transcript from previous school, complete with any testing or academic needs and recommendations.

A current copy of the graduation requirements from the school they've been attending. (If they will attend a different school when they return home, then we will need a copy of that school's graduation requirements.)

Please don't hesitate to call and ask about any other items that might be in question.

Clothing for Heartlight East and South

Your son/daughter will initially be placed at HL East or HL South. He/She will follow this dress code.

Heartlight East (boys)

3 pairs of jeans (no excessive baggy jeans or pants and the waist cannot fall below the hipbone) * 7 plain white T-shirts * 2 generic plain gray sweatshirts 1 pair sweatpants

9 pair underwear 9 pair socks/white 5 pair shorts 1 each – tennis shoes, church shoe (boot or loafer), boots, flip-flops/sandals

2 pair khaki/dress pants 2 button down shirts 1 belt 2/3 pairs of pajamas

1 coat/jacket 1 swimsuit (summer months) baseball caps (optional)

Heartlight South (girls)

3 pair jeans * 7 plain gray T-shirts (no V-necks) * 2 generic plain gray sweatshirts 1 pair sweatpants 9 pair underwear 5 bras 1/2 sport bras 9 pair socks/white 5 pairs of shorts 1 each - tennis shoes, dress shoes, boots, flip-flops/sandals 2/3 church outfits 1 belt 2/3 pair pajamas 1 coat/jacket Swimsuit (summer months, must have one piece, may also bring two piece) (Girls cannot wear spaghetti strap clothing, no midriff baring clothing)

***All clothing is to be generic with no logos.**

***These are the only clothing items that will be needed or allowed by each resident while living at Heartlight East or South.**

ADDITIONAL INFORMATION

NEEDS will be purchased every other week. This includes film and film processing, school supplies, personal toiletry items, etc.

CLOTHING AND DEPARTMENT STORE MAKE-UP must be pre-approved with parents. Purchases will not be made prior to Heartlight receiving the monies needed for these purchases. House Directors are responsible for communication with the parents. House Directors need to plan ahead, or have the residents make these purchases when they are at home with their parents.

APPOINTMENTS will be scheduled by your child's House Director. This does not include Dr. Lockhart. Any appointment that is not routine or is a special request by the resident must be communicated to parents by the House Director for approval.

TRAVEL is handled by the travel coordinator in conjunction with information provided to the coordinator from the counselors.

Without exception, no one should confirm and book a flight or any transportation itinerary with out approval of Heartlight through the travel coordinator. See the "Who to contact" list.

Parents must put all travel expenses on their personal charge card. It will not be charged to their expense account.

PACKAGES can be mailed to: P.O. Box 286, Hallsville, TX 75650. If you are sending something by UPS or Fed-X use the address below. Please note that if you send something regular mail to the address below, the post office will send it back to you

For UPS & Federal Express:

7345 East Highway 80 & Mount Pleasant Road Hallsville, TX
75650 (903) 668-2173