Welcome

Helping youth achieve mental health wellness
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Welcome to KVC Niles,

We have been providing compassionate care to children and teens in the heart of Kansas City for more than 135 years. Through all these years of experience and our implementation of industry best practices, we have continued to enhance our services to best help you and your family during one of your highest times of need. We offer a unique combination of compassion and expertise that makes it possible for youth to express themselves therapeutically and develop social and emotional skills.

Each year, KVC Niles provides safe and effective psychiatric treatment to more than one hundred youth receiving residential treatment or attending Niles Prep School for day treatment services. We have experienced psychiatric, medical, and behavioral health practitioners who create a nurturing, therapeutic and thoughtful experience along with a treatment plan tailored to meet your child’s individual needs. KVC Niles utilizes innovative, evidence-based treatment approaches and best practice models to ensure each child’s safety and wellbeing.

Our dedication to caring for your child and family is a value deeply rooted throughout the foundation of our entire organization. We continually ask ourselves, “What would I want for my child?” In addition to holding ourselves to this standard of accountability, KVC Niles maintains accreditation from the Council on Accreditation.

Our team works hard to ensure your experience with KVC Niles is beneficial for your child and family. An important aspect of each child’s treatment is that they remain connected to caregivers and family, and you play an important role in helping them reach their full treatment potential. We want you to know that our team of compassionate professionals is always available and ready to help. Thank you for allowing us the opportunity to work with you and to care for your child.

Sincerely,

Cheryl Costabile
Director of Administration, KVC Niles
Residential Treatment at KVC Niles

KVC Niles provides psychiatric residential treatment to youth between the ages of 6 to 17. While residing at Niles for treatment, clients receive intensive clinical services in a structured, home-like environment with 24-hour supervision and support from trained clinicians and staff.

Our treatment team teaches youth how to identify and regulate emotions and provides them with opportunities to practice these new skills during fun and educational community outings.

The primary goal of our program is to help each child safely transition home with the resources and supports in place to live a healthy and happy life in their community.
ADMISSIONS & REFERRALS PROCESS

During the admission process, you will be asked to complete a set of forms, including consents and demographic information. You will also be asked to provide a contact list of any important relatives or positive support people your child will want to have contact with while in treatment with us.

We accept referrals 24 hours a day, 7 days a week. You can start the referral or admissions process by contacting our Admissions team at (913) 890-7468.

WHAT TO BRING FOR ADMISSIONS

Please bring the following items to admit your child to KVC Niles:

- Healthcare information and immunization records
- Healthcare insurance card
- Medication list
- Birth certificate
- Social security number
- Psychiatric history and records; if applicable
- Individualized Education Program (IEP) or 504 Plan; if applicable

Personal Items to Bring

- Undergarments — at least 7 sets
- Clothing — enough for 1 week
- Shoes and slippers
- Other items deemed important by the child (stuffed animal, books, photos, etc.)

We provide all equipment and supplies needed for clients to launder their personal belongings on-site with staff assistance. We have all bedding and towels cleaned by a professional laundry service.

Unacceptable clothing not allowed in our treatment center includes that which promotes/depicts foul language, alcohol or drugs, violence, racism or other forms of discrimination, gang affiliation, or sexual themes. We also do not allow clothing that is too tight, short or revealing, including spaghetti strap tank tops and bras that have underwire.

We also provide the following items that youth may check out and store in a box:

- Battery-operated electronics
- MP3 players and earphones
- Jewelry and/or make-up
- Writing utensils
- Journals
- Batteries
Prohibited Items
To ensure the safety of all clients, the following items are not allowed in our facility. If you have reason to believe that one of these prohibited items should be allowed, please request to speak with an administrator.

- Electronics: cell phones, iPods, iPads, MP3 players, laptops, tablets, video games, CDs, DVDs, radio or electronic appliances, laser lights, etc.
- Books/magazines that are violent or pornographic in nature
- Spiral notebooks, binders, mechanical pencils, pens and erasers
- Wallets, personal identification, and credit/debit cards
- Jewelry, including piercings
- Hygiene products
- Unauthorized medication
- Personal items: cosmetics, nail polish, hair clips with metal, bandanas, hair dryers, flat/curling irons, etc.
- Permanent markers, paints and oils
- Gum, candy or food of any kind
- Profanity or explicit language on items
- Hazardous items: firearms or anything resembling a weapon (such as a water gun), sharp items (knives, pins, needles, razors, screwdrivers, knitting/crocheting supplies, etc.), tobacco products, drugs, substances containing alcohol or toxic inhalants, ropes, chains, handcuffs, batteries, objects made of glass, flammable items (matches, lighters, etc.), or any other items that could conceivably cause harm
- Extension cords, other detachable cords
- Broken furniture or equipment
- Wire coat hangers
- No items worth more than $25
- Items of significant personal or sentimental value

Niles is not responsible for clothing and/or personal items that may be lent to others, lost, damaged or stolen while clients receive treatment at Niles. We request personal valuables such as clothing, jewelry, and items not necessary for treatment not be brought to our facility. Any clothing or personal property must be picked up by a parent/guardian, within 30 days of discharge.

FACILITY SAFETY & SECURITY
Our clients have access to educational units and visitation rooms. When you enter our facility, a receptionist will greet you, and you will be directed to an area to complete the admission process. After hours, you may access a call button at the front entrance and an employee will escort you into the facility.

Features such as keyless card access; layered door systems; tamper-resistant furniture; and anti-ligature furniture, appliances, equipment, fixtures, etc. ensure your child’s safety. We also require elevated staffing ratios with continuous ratio monitoring and constant supervision to ensure the utmost care of your child’s needs. All visitors must check in at the front desk through our use of the Raptor® Visitor Management security system which screens for sex offenders, custody violations, or other issues and immediately alerts staff.
COVID-19 PREVENTATIVE MEASURES
KVC Niles follows all guidelines from the Centers for Disease Control and Prevention and local health departments to prevent the spread of COVID-19 in our treatment center. We regularly update our infection control policies as we receive new information from these authorities and we provide all staff and clients with the recommended personal protection equipment (PPE) & education. You can see a list of all preventative measures we’ve implemented at www.kvcniles.org/covid.

VISITATION & TELEPHONE CALLS
Visiting and calling your child throughout their treatment is therapeutic and beneficial, and allowed daily. During the intake process, the child’s assigned therapist will provide the child’s legal guardian with an access code that they can share with other family and friends they want to have communication with the child during their treatment. This code will need to be provided anytime a phone call or visit is made. Additionally, your child’s assigned therapist will provide you with program-specific visitation and telephone hours, as we typically ask that calls and visits take place around school hours, meals and activities.

If you have any extenuating circumstances and need to reach your child outside of those outlined hours, please let your child’s therapist or social services liaison know. We ask that all phone calls are limited to 10 minutes to allow all youth to receive phone calls. During times of high visitation volume, we may ask that you limit your visit to one hour to allow as many families as possible to spend time together.

MAIL
We encourage the use of personal mail as a way for your child to stay connected with family and friends. While your child will be able to receive mail from individuals approved by you, your child’s therapist will review all mail for appropriateness. Any mail deemed harmful to your child or other children may be withheld and you will be notified immediately. Your child will not have access to email or social media while at KVC. Please address mail to 1911 E 23rd St, Kansas City, MO 64127 and make it to the attention of your child.

PASTORAL SERVICES
All children are encouraged to practice their religious or spiritual beliefs as long as observances pose no clinical threat to their safety or the safety of others. At the time of admission, please provide your child’s religious preference. In the event you are unable to provide pastoral support, we can provide volunteer, non-denominational pastoral services, upon request.
Our Location

KVC Niles is designed with child-friendly environments that encourage positive interactions and creativity to help each child reach their full treatment potential, while maintaining the highest levels of safety standards.

KVC Niles
1911 E. 23rd Street
Kansas City, MO 64127
Front Desk: (816) 241 – 3448
24-Hour Emergency Contact: (816) 381 – 0912
Admissions: (913) 890 – 7468

KVC Niles is accredited by the Council on Accreditation.

IMPORTANT CONTACT INFORMATION

During your child’s stay with KVC Niles, their assigned therapist or social services liaison will be your primary point-of-contact and liaison to the treatment plan. Each therapist may be reached by calling the front desk of your child’s location. If your child’s therapist is unavailable, please leave a brief voice message and someone will return your call as soon as possible. You may also contact your child’s assigned Social Service Liaison for additional information. Their contact information will be provided when your child is admitted to our facility.
Your Child’s Treatment

**ASSESSMENT**

An initial comprehensive assessment will be completed by members of our multi-disciplinary treatment team within 72 business hours of admission. This assessment provides information about your child, their presenting problems and your concerns. Although some questions may seem personal, we encourage you to share with your child’s treatment team as openly and honestly as possible, as information that may seem insignificant can be crucial to us better understanding your child.

In the days that follow, additional assessments will be completed to determine what type of care and specialized services may benefit your child. The initial phase includes psychiatric, nursing and intake assessments. Every child receives a complete physical from a medical physician. If needed, further testing may be ordered including chemical dependency, dietary, or psychological and psychopharmacology assessments.

**OUR SERVICES**

We provide a patient-centered approach to treatment, which supports and encourages family involvement throughout the treatment process. We believe parents/guardians are significant partners in the treatment planning process and can best support treatment when they are involved in therapy and discharge planning.

The list below explains the services available to your child while in our care. Please remember that a member of our team is always available to answer any questions you may have during your child’s treatment.

**FAMILY THERAPY**
This vital aspect of treatment is conducted by a therapist with the goal of strengthening the family system. Therapists work to improve communication, enhance your family’s ability to help your child, and provide a better understanding of mental health issues and behavioral concerns.

**INDIVIDUAL THERAPY**
Our licensed therapists help your child identify and understand their interpersonal challenges and learn new skills to deal with stress. The overall goal of individual therapy is to improve your child’s quality of life.

**GROUP THERAPY**
Our therapists work with a group of clients to improve social skills, enhance coping skills and strengthen communication. This may take place in a traditional sense or using expressive therapies, such as art, music or recreation.

**MEDICATION MANAGEMENT**
Your child will be assessed by a licensed physician and medication will be prescribed, as needed, and with your permission, to best provide for symptomatic improvement.
NURSING CARE
Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) provide support for the psychiatric, behavioral and medical needs of your child.

FAMILY EDUCATION
Our treatment team will provide you with information and resources about various behaviors, medication management, de-escalation techniques, time-out and cool-down procedures and emotion regulation. We help you and your family better understand the treatment process and develop the tools necessary to continue supporting your child once they leave our facility.

BEHAVIORAL EDUCATION
Our pro-social behavior program is designed to promote responsibility and self-esteem, measure motivation and enhance positive choices. Your child will learn about our S.T.A.R. matrix designed to teach expectations for Safety, Trust, Accountability and Respect.

PSYCHO-EDUCATIONAL AND GROUP ACTIVITIES
All activities are directed by trained behavioral health professionals. Activities include educational exercises, anger management training, social skills development, empathy training, therapeutic games, recreational exercise and much more.

LEARNING LABS
Youth participate in a variety of educational activities to help them better understand and strengthen their brains. They also learn about the impacts of toxic stress and how to regulate their emotions in difficult situations.

YOUR TREATMENT TEAM
Clients will participate in the treatment planning process while at KVC Niles. The treatment team, under the leadership of a licensed psychiatrist, represents the multi-disciplinary staff that will provide care and coordination of services to your child and family. The treatment team will be primarily comprised of a psychiatrist, therapist, nurse, direct care staff and social services liaison, but the team may extend to include a psychologist, pharmacist, pediatrician, advanced practice registered nurse, dietitian, certified teacher and/or behavioral specialist.

While we recognize that residential treatment can be difficult on a family, it is important to know that treatment and discharge planning begin immediately upon admission. A KVC Niles therapist will be in contact with you within 72 hours of your child’s admission to gain insight and input in the development of your child’s treatment plan. The treatment team will meet all together to review your child’s progress 10 days after admission and every 30 days after that.
TREATMENT TEAM ROLES

Psychiatrist
A psychiatrist is a physician who is responsible for leading and coordinating the care given by the treatment team. The psychiatrist may prescribe medication and/or order procedures that are appropriate for your child’s course of treatment and will obtain parental/guardian consent to do so.

Psychologist
A psychologist is a licensed mental health professional with specialized training who may administer psychological testing to aid in clarifying your child’s diagnosis and treatment planning.

Nursing Team
Our nursing team provides care prescribed by your child’s physician including observing and reporting behaviors at the treatment team meetings. Our specially trained nurses can help your child work through physical and emotional issues. We ensure each client receives a medical, dental and eye exam.

Behavioral Health Technician (BHT)
This team member is there to listen and encourage your child while assisting them through their daily routine. Our BHTs help guide youth through the treatment process and support them through goal attainment and discharge.

Therapist
Your child’s primary therapist is an experienced, licensed social services professional who can provide individual, group and family therapy services. Therapists are active members of the treatment team and act as the liaison between your family and the treatment team.

Social Services Liaison (SSL)
This team member works in concert with your child’s assigned therapist and will support you from admission to discharge. Your SSL will act as the liaison between your family and the treatment team.

Expressive Therapists
It can be difficult for children and teens to open up and talk about their feelings and experiences. Incorporating expressive therapies into treatment plans gives youth a safe and creative platform to communicate their feelings and engage in therapy while feeling relaxed and regulated. Expressive therapies may include art, music, horticulture, recreation and others.

School Liaison
Our Niles Prep Administrator supports the educational needs of all students in our care, including those who are receiving residential treatment at Niles and attending school in the community. Our Administrator enrolls each youth in school, advocates for their individual needs, attends IEP meetings, participates in the treatment team and discharge planning, and communicates regularly with the school district.

SPECIAL TREATMENT PROCEDURES
We believe in using the least restrictive methods possible to help keep your child emotionally and physically safe and regulated. We will ask which coping strategies you have found work well in helping your child maintain a positive sense of self and exercise safe and appropriate behavior. We will work with you throughout the treatment process to continually learn new strategies to help your child cope with stressors such as anxiety, impulse control and self-destructive thought patterns.
Our goal is to avoid the use of more restrictive interventions; however, there may be times when your child’s behavior creates a risk of harm to themselves or others. During these times, we may use special treatment procedures designed to help your child regain control. Safe Crisis Management® (SCM) is a comprehensive training program used to prevent crisis events, but if the event cannot be avoided, it also teaches on effectively managing crisis situations and enhancing safety.

SCM utilizes a trauma-sensitive approach with an emphasis on building positive relationships with others. This framework is designed to assist employees with responding to and supporting the needs of all individuals. All KVC Niles direct care employees are trained in SCM and recertified. Special treatment procedures are never used as punitive measures and are discontinued at the earliest possible moment.

EDUCATIONAL SERVICES

All KVC Niles clients are enrolled in the Kansas City Public Schools district. The district reviews each child’s records and individual needs to determine the best educational path for that child. The district then decides whether the child will attend Niles Prep School or a school in the community.

At Niles Prep, we provide educational services on-site via special education certified teachers. These programs provide a positive educational experience for youth who historically may have struggled to attain academic success.

SAMPLE SCHEDULE (varies during the summer)

Schedules are posted throughout the facility so that clients always have access to them and are aware of what is planned.

MORNING
- Hygiene
- Breakfast
- School
- Group therapy
- Recreation
- Lunch

AFTERNOON
- Learning Lab
- Outing
- Dinner
- Skill building
- Activities of daily living
- Bedtime

MEALS

We serve three hot meals and two snacks daily to meet federally recommended dietary guidelines. If your child has special dietary needs, please inform us during the admission process and we will work with our dietitian and kitchen/catering staff to meet your child’s needs.

DISCHARGE AND AFTERCARE

To help your child be successful after their stay at KVC Niles, the treatment team will work with you to identify and coordinate follow-up care in your home community.

When possible, we will help schedule these appointments prior to your child’s discharge in order to ensure your child has access to the necessary resources upon returning home. We will create a discharge and aftercare plan, which includes a safety plan, with your family and work with local providers to initiate services as soon as possible. The treatment team wants to see you and your child succeed, and we believe aftercare and follow-up services are extremely important to your child’s continued progress. Aftercare services might include individual therapy, family therapy/education, specialized educational services, medication management, psychosocial/supportive groups, substance use treatment, attendant care and/or case management services.

If you have any questions or concerns, please discuss them with your child’s therapist prior to discharge.
Client Rights and Responsibilities

All Clients being treated at Niles will have their fundamental human, civil, constitutional and statutory rights protected in accordance with Missouri Mental Health Laws and all regulatory requirements. KVC Niles is a teaching facility; patients are seen by staff physicians, resident physicians and other healthcare students and observers or other professionals who are in supervision for clinical licenses.

AS A CLIENT YOU HAVE THE RIGHT TO:

1. All Niles treatment services, regardless of age, sex, race, ethnicity, sexual orientation, source of payment or disability.

2. Respectful, considerate care and treatment which will protect your personal dignity and respect your personal value and belief systems.

3. Personal and informational privacy, including the right to:
   a. refuse to talk with or see anyone not officially connected with the facility, including visitors;
   b. expect that your clinical records and other communications involving your treatment, including source of payment for treatment, will be confidential and treated as protected health information;
   c. be placed in protective privacy when it is considered necessary for your personal safety;
   d. wear your own clothing unless it interferes with your treatment or medical procedures.

4. Be informed about the Niles rules and regulations that apply to your conduct and behavior.

5. Complete and current information about your diagnosis and treatment, unless it is not medically advisable. If the treatment team determines it is not advisable for you to have this information, it will be available to your parent and/or legal guardian.

6. Refuse treatment, including medications. If your refusal prevents Niles from providing you with appropriate care related to your condition, or if your safety or that of others is affected, and effective treatment cannot be provided by Niles, you may be discharged or transferred to another facility.

7. Individualized treatment, including the provision of adequate and humane services regardless of adequate support, provision of services within the least restrictive environment possible; provision of an individualized treatment plan; periodic review of the treatment plan, and provision of an adequate number of competent, qualified, and experienced professional clinical staff to implement the treatment plan.

8. Access to people outside the facility by telephone, mail and in-person, unless the treatment team denies this and explains the reasons to you.

9. Personal safety, including a clean living space and nourishing, well-balanced diet.

10. Know the names and titles of all staff members who are involved in your care, and know who is primarily responsible for your care.

11. Participation in consideration of ethical issues that arise in the provision of your care, including conflict resolution and participation in investigational studies or clinical trails.

12. Reasonable informed participation in your care, including your consent or your parent/guardian’s consent for procedures unless an emergency exists. In that event, you and/or your parent/guardian will receive all information concerning the emergency and action taken.
13. Request and receive an itemized, detailed explanation of the total bill for treatment you receive as a Client at Niles.

14. Information about your discharge plan and needs when you are discharged from the hospital.

15. A complete explanation, if it is decided to transfer you to another facility, of the reasons for the transfer.

16. Consult with other professionals for review of your case, at your own expense.

17. Be informed of any research experiments or educational projects involved in your treatment, refuse to participate in those activities, or withdraw consent and discontinue participation in such activity at any time during your treatment.

18. Speak with your attorney, guardian, doctor and Client representative.

19. Raise any concerns you may have about an alleged violation of your Client rights. If you feel that you have been denied a benefit or service because of your race, color, national origin, age, sex, disability, religious or political beliefs, you may file a complaint of discrimination with the Administrator of this facility.

You may also file a complaint with one or all of the following agencies:

**Niles Client Advocate**
1911 E. 23rd Street
Kansas City, MO 64127
(816) 241 – 3448, 8am – 4pm

**Missouri Department of Social Services**
615 E. 13th St.
Kansas City, MO 64106
(816) 889 – 2000

You will not be intimidated, harassed, threatened or suffer any penalty because you file a complaint. Any penalty or reprisal against you or any other involved persons is prohibited by law.

**AS A CLIENT OF NILES, THE FOLLOWING ARE EXPECTED OF YOU:**

1. To follow the rules and regulations included in the Client handbook.

2. To respect the rights and property of others.

3. To be involved in planning your treatment and following the established treatment plan.
Notification of Client Grievance Procedures

Any client complaint against Niles or the staff thereof, related to the condition of his/her rights, constitutes a grievance.

1. Grievances shall be submitted by the client/legal guardian in writing within 24-hours of the alleged incident and forwarded to the attention of the Niles Client Advocate.

2. Grievances shall be specific enough to identify the alleged problem and shall include date, location of occurrence and specifically how the client was adversely affected.

3. All client/legal guardians who file a grievance that remains unresolved by the appropriate Niles staff will be called to meet with the Niles Client Advocate concerning the alleged incident.

4. The grievance process may proceed through several levels of review. If the issue remains unresolved by the Client Advocate then the grievance will be forwarded to the Vice President. If the complaint remains unresolved, it will be forwarded to the President or General Counsel.
What is Trauma?

At KVC Niles, you will hear your child’s treatment providers talk about childhood trauma. We define trauma as any time an individual experiences an event that results in a stress response that the individual is unable to cope with or manage. According to the National Child Traumatic Stress Network, “about two-thirds of children will experience a traumatic event before the age of 16…” Examples of trauma include, but are not limited to: witnessing violence (at home, school or in their neighborhood); being bullied; painful or scary medical treatments; death of a loved one; physical, sexual or emotional abuse and neglect; parental discord, separation or divorce; exposure to drugs/alcohol while in the womb; unstable home environments; and lack of a nurturing environment.

WHAT ARE THE EFFECTS OF TRAUMA?

Research tells us that without timely and appropriate treatment and intervention, trauma can affect the development and functioning of the brain. Additionally, trauma can have harmful health implications. The Adverse Childhood Experiences (ACEs) Study shows that adverse experiences play a significant role in determining the likelihood of the 10 most common causes of death in the United States. For example: Individuals that experienced four or more ACEs were twice as likely to be diagnosed with heart disease and cancer. You can learn more about the effects of trauma at www.kvcniles.org/childhood-trauma.

HOW DOES KVC NILES ADDRESS TRAUMA?

Trauma Systems Therapy (TST) is a treatment model used throughout KVC Niles for children and adolescents. TST helps youth understand their emotions and behaviors, regulate their emotions, and deal with the ongoing stressors in life. What makes KVC Niles unique is our use of advanced neuroscience-based concepts regarding how stress and trauma impact brain development, and our proven ability to translate this science into innovative tools that guide treatment. Our clients use hands-on tools to learn about their brains, the impacts of stress, and emotion and body regulation. We engage each client’s family in this process because we believe youth are most successful when they are able to take home the beneficial interventions utilized during treatment.

Youth engage in science-based education and skill-building while having fun engaging in treatment. Your child’s treatment may include experiential therapies such as art, music, recreation and horticulture to express themselves and develop social and emotional skills in an interactive setting.

What are the goals of Trauma Systems Therapy?

• Help youth maintain a regulated state
• Prevent youth from re-experiencing a dysregulated state
• Coach youth in building healthy thoughts to allow positive choices
• Provide ongoing support and resources to youth
YOUR GUIDE TO EMOTIONAL/BEHAVIORAL STABILITY: THE 4 Rs

We will teach your child about the 4 Rs as a part of our work to strengthen their emotion regulation and executive functioning skills.

**Regulated** (being in control)
You are in a calm, continuous emotional state and engaged with your environment.

**Revving** (getting upset)
You have been triggered and may feel unpleasant emotions; you are engaging coping skills to manage your emotions.

**Re-experiencing** (losing control)
Your coping skills have been overwhelmed and you have entered a state of extreme emotion.

**Reconstituting** (getting it back together again)
Your state of emotion has diminished; you are using coping skills to manage emotion and to re-engage with the environment.

**WHAT IS A TRIGGER?**

Events or actions that are perceived as threatening to an individual or others (e.g., witnessing verbal or physical aggression; sensory perceptions that remind an individual of a past traumatic event such as smells, colors, sounds, temperature, darkness, touches, time of day, environment; etc.).

**WHAT ARE COPING SKILLS?**

Practical strategies or skills that a person may use to help them adjust to changes in life or difficult feelings and situations.
Sometimes when we feel emotions such as frustration, excitement, anger, or sadness, we do things we didn’t mean to or that we regret later. Emotion Regulation Plans help us manage those emotions and respond appropriately. Create your plan below:

**STEP 1: MY EMOTIONAL EXPERIENCE**

Identify three to five “triggers.” Triggers can be people, smells, locations, etc., anything that causes intense emotions.

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<thead>
<tr>
<th>Triggers:</th>
<th>Recurring Emotional Experiences:</th>
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<tbody>
<tr>
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</tbody>
</table>

**STEP 2: MY COPING SKILLS**

Identify coping skills—safe people, places, and activities—to help develop positive habits and tame intense emotions.

<table>
<thead>
<tr>
<th>My Safe People:</th>
<th>My Safe Places:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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</tbody>
</table>

My Safe Activities

1.
2.
3.
Frequently Asked Questions

Q: How long will my child need to stay at KVC Niles?

A: Your child’s length of stay is contingent upon their presenting symptoms, response to treatment, and access to community supports after discharge. It is our goal to make your child’s stay as meaningful as possible and only as long as is needed to address the issues that brought them to KVC Niles.

Q: Will my child have a single bedroom?

A: At times, your child may have a single bedroom, but generally every child will have a roommate. Bedroom assignments are made based on presenting concerns, gender and age to assure safety among peers.

Q: What does my involvement as a parent/guardian in my child’s treatment look like?

A: As a part of Niles’ ongoing commitment toward the best possible treatment for your child, when possible, we request that you accompany your child during the admission process. The information you can provide is important for us to have so that we may develop a treatment plan which fits the needs of your child.

Physically being away from loved ones can be a difficult experience for youth, especially being in a situation they are not familiar with and one in which activities are different from their typical daily lives. In order to aid in your child’s progress, we encourage you to make daily contact with them. Whenever possible, in-person visits are strongly encouraged, however we understand that at times daily phone calls must suffice.

Family therapy is also one of our requirements for treatment at Niles; you will set this up with your child’s assigned therapist.

Q: Who do I speak to about my child’s progress? What if I have questions?

A: If you have questions, please contact your child’s therapist or Social Service Liaison. If one of those team members are not immediately available, please leave a message so that they may return your call at their earliest convenience. If you have an emergency, call the front desk to request immediate assistance. See page 8 for our front desk phone number. If you have a concern, please ask to speak to a client advocate. We also have grievance boxes located throughout our units so that your child can make a confidential report to be addressed by the client advocate.