



# Frequently Asked Questions

## Admissions

**Q. Is there an application to complete for consideration for Admission?**

**A.** We do not require parents and agencies to complete an application. To be considered for admission, we will ask for specific written/ documented information related to your child.

**Q. What does my child need to bring upon admission to Harbor Point?**

**A.** We ask that you bring your child at least 7 days of clothing (including under garments and night wear). If you would like to provide your child with any money we ask that you turn it into a staff member in order to deposit into your child's account – this is to ensure safekeeping. Such money could be used for special activities, outings, hair services, etc. There is an extensive list of items that your child will be able to bring and NOT be able to bring. Please see the handbook for details and specific regulations regarding contraband items.

**Q. What will be the average length of stay for my child?**

**A.** The average length of stay varies for all of our residents. Depending on your child's specific needs, history, involvement and willingness to participate in therapy, a stay at Harbor Point can range anywhere from 6 to 12 months.

## Medications/Medical Care/Nursing

**Q. How will my child's physical health be monitored while residing at Harbor Point?**

**A.** Your child will be assessed upon admission for any pains. During their stay with us, we ask that your child report any pains to the nurse for assessment. All physical complaints will be assessed by the nurse and referred to a physician or dentist at Harbor Point. We have Registered Nurses on staff 24 hours a day. If your child needs to be seen outside of the facility, we will gladly make those arrangements; however, we have Registered Nurses on staff 24 hours a day in case your child may fall ill.

**Q. What if there is a medical emergency with my child?**

**A.** If there is a medical emergency that cannot be treated by our staff at Harbor Point, your child will be sent to Children's Hospital of The King's Daughters (CHKD).

## Spiritual Needs

**Q. How will my child's spiritual needs be met?**

**A.** Your child is able to voluntarily participate in spiritual life services provided on campus.

## Education

**Q. Will my child be attending school while receiving treatment at Harbor Point?**

**A.** Yes, your child will be attending school Monday through Friday on average 5 ½ - 6 hours per day. Harbor Point offers special and regular school curriculums for grades K-12. Our primary goal is to meet each student's academic needs.

**Q. Is Harbor Point's school accredited and will my child's credits be transferred back into the community?**

**A.** Harbor Point is accredited by the Virginia Association of Independent Specialized Education Schools. Our educational staff works closely with your child's home school district to ensure all educational requirements are met and credits will transfer upon their return to the community.

## Primary Point of Contact

**Q. Who will be my point of contact while my child resides at Harbor Point?**

**A.** Harbor Point values communication between you and our staff. To ensure your needs are met, at the time of admission a facility Key Contact list will be provided to you, identifying key staff from different departments who will be involved with your child. Your child's therapist will serve as your primary contact to address your child's treatment needs.

## Food

**Q. Can I bring my child food into the facility?**

**A.** You may bring food when visiting your child; however, food cannot be stored on the unit. If there is a special occasion, please check with the unit program manager.

**Q. How are meals served at Harbor Point?**

**A.** Your child will attend three meals a day, all served in the cafeteria. Two snacks are also provided. Outside food, approved by the program manager and dietitian, will occasionally be brought in for special occasions and events.

**Q. How can I ensure that my child will maintain a balanced diet while residing at Harbor Point?**

**A.** Upon admission a registered dietitian will complete a nutritional assessment on your child. The staff will assist your child with selecting appropriate foods at each of the three meals and two snacks that are served daily. Outside food, approved by the dietitian and program manager, will occasionally be brought in for special occasions and events.

**Q. What if my child is on a special diet?**

**A.** If your child requires a special diet, you and your child will meet with the dietitian and doctor to discuss and set the requirements of your child meals and snacks.

## Visitation

**Q. How often will I be allowed to visit my child?**

**A.** At Harbor Point Behavioral Health Center, we encourage family members to visit as often as they like; however, they should be scheduled visitations and should not interfere with school and groups.

**Q. Who will be allowed to visit my child?**

**A.** Visitors outside of the immediate family MUST be approved in advanced by your child, your child's Clinical Team and parents/agency.

## Phone Calls

**Q. How often will I be allowed to speak with my child on the phone and who is my child allowed to speak with?**

**A.** Your child will be assigned a phone call time upon admission to the facility and parents and/or agency will obtain a secure code in which to make and receive phone calls. All units have designated times between the hours of 5:30-9:00PM (M-F) and 5:30 – 8:30PM (Sat-Sun). It is important to note that phone calls may NOT interfere with program activities. Human Rights allow children to make and receive phone calls from those they choose; however, an authorized contact list will be provided upon admission.

**Q. How long will I be able to speak with my child?**

**A.** We ask that phone calls last no longer than 15 minutes, so that others may have the opportunity to use the phone.

**Q. What if there is an emergency?**

**A.** If you feel like there is an emergency and you need to reach your child, please call your child's therapist. If they are not available, please call the main facility number and ask to speak to the Clinical Director of Operations.

## Mail

**Q. Will my child be able to send and receive mail?**

**A.** Your child has the right to communicate in confidence with others by mail. Outgoing mail must be sealed and stamped and handed to staff to be mailed out. The children will be the only ones to open their incoming mail, however, if contraband is suspected, a staff member will ask them to open the mail in their presence.