

Partners Family Guidebook



The Bradley Center

Excellence in Serving Children, Youth And Their Families

Since 1905

Updated May 2008

The Bradley Center

Believes that the family is the primary support system for the child and participates as a full partner in all stages of the decision- making and treatment planning process.

The Bradley Center

Important Information

My child's unit is: _____

The Bradley Center telephone number is: _____

Long distance number: _____

My child's treatment team members are:

Psychiatrist: _____

Clinical Director: _____

Assistant Clinical Director: _____

Case Manager: _____

Visitation: Please call the therapist to arrange visits.

Mailing Address: The Bradley Center
 5180 Campbells Run Road
 Pittsburgh, PA 15205

Phone Number: 412-788-8219
 Toll free 1-877-517-7478

Welcome to The Bradley Center Residential Treatment Program

What is a Residential Treatment Facility (RTF)?

A Residential Treatment Facility or RTF is an intense form of mental health treatment that focuses on building skills, dealing with possible painful past events, and enhancing key relationships for the family. The key difference between residential treatment and other forms of mental health treatment is that children or adolescents stay with us for a period of time in a structured therapeutic environment. Our goal during that stay is to provide the family and the child with the necessary skills, education and experience to move the child to a less intensive form of care to continue the growth process. While the majority of treatment is centered on the child or adolescent, the family is the fertile ground for providing a strong foundation for that growth.

Pre-Admission: Preparing to Come to The Bradley

Before your child comes to The Bradley Center, a member of our Admission staff will be contacting you to ask you questions about your child and his/her past treatment. We use this information to help our clinical team prepare for your child's arrival. We will also be sending you or your child's county or county representative caseworker important documentation that will need to be signed.

In preparing for your child's arrival, we ask that you bring approximately two weeks worth of clothing. You may bring changes in clothing during visits and throughout your child's stay.

Hygiene supplies, i.e. soap, shampoo, conditioner, combs, brushes, deodorant, toothbrushes, toothpaste are provided for residents. However, residents may bring their own hygiene supplies if they wish.

You may bring some of your child's personal belongings to The Bradley Center; however, we ask that you do not bring expensive or irreplaceable items that could be damaged, broken or stolen.

At The Bradley Center, the children are permitted to decorate their rooms with child-friendly items. These items can be items that have been purchased from home or are purchased by The Bradley Center. Items that are permitted are: appropriate family photos, appropriate drawings that the child has made, completed arts and crafts projects, posters that are child-friendly, incentives posters, Sanctuary safety plans of the residents and unit expectations/rules. Items that are not permitted are items that depict pornography, violence, and drugs/alcohol. Items can be secured to the wall with the use of masking tape, blue poster tack, double sided tape and also removable mounting squares. Items that may not be used to hang posters are staples, duct tape, nails or push pins.

Weapons, including guns, knives, marshal art devices, etc., are not permitted on Bradley Center property.

Unprescribed drugs and alcohol are not permitted on Bradley Center property.

Residents are not permitted to have prescription drugs, lighters, matches, cigars, cigarettes, tobacco, aerosol cans, razors, etc. Therefore, all visitors bringing any of these items on Bradley Center property are responsible for making sure that residents do not have access to them.

Residents are not permitted tapes or CD's that have parental warnings.

If you have any additional questions about what to bring, please ask our Admission's staff prior to your child's arrival.

Mission, Vision and Values

Mission

The Bradley Center is a regional behavioral healthcare and child welfare system that provides comprehensive and caring services to children, youth and families.

Vision

The Bradley Center will be recognized nationally by families, communities and professionals as a premier behavioral healthcare and child welfare organization that promotes the physical, social, emotional, educational and spiritual growth of the children, youth and families that we serve.

Values

We are committed to: advocacy for children with special needs; care and compassion; and focusing on the individual as a whole without regard to race, religion, gender or national origin.

We are dedicated to the restoration of satisfying and productive relationships among children, their families and communities whenever possible.

We serve children and families with challenging needs and we seek to enable them to visualize the possibilities of their own futures.

We support teamwork that establishes collaborative strategies and sharing information with other organizations.

We are committed to quality clinical and management practices according to high national accreditation standards.

We respect the dignity of all those we serve and we honor each individual's life, contributions, and spirit.

We preserve our historical commitment to providing safe, caring, compassionate and nurturing environments.

**The Bradley Center believes in the CASSP principles.
We believe...**

The family is the primary support system for the child. The family participates as a full partner in all stages of the decision making process, including the implementation, monitoring and evaluation for the treatment of your child. A family may include biological, adoptive and foster parents, siblings, grandparents, other relatives, and other adults who are committed to the child.

The Bradley Center is a "Sanctuary" System

The Bradley Center implements the Sanctuary Model of Trauma Informed Care developed by Dr. Sandra Bloom. Sanctuary is a treatment and organizational model that is based on understanding trauma. You will hear a lot about the "SELF." Every staff person and every resident in care focus on "**Safety**" (physical, psychological, social and moral), "**Emotion Management**", "**Loss**" (traumatic experiences, separation, getting "stuck"), and the "**Future**" (how can things get better?).

Every resident (and the staff too) develops their own **Safety Plan** to assist him or her if they are feeling stressed, or potentially out of control. Staff and residents meet at least twice per day for **Community Meeting** where feelings are identified, goals for the day are set, and importantly everyone identifies whom they can ask for support in obtaining their goal.

The Day of Admission: Where the Journey Begins

Upon arrival at The Bradley Center, the therapist or case manager assigned to you and your child's care will meet with you. There will be some forms to fill out that will be explained by your therapist/case manager. Your therapist/case manager will also explain "who's who" that will be working with your child or adolescent. Additional clinical team members may be available to meet with you on the day of admission. For your convenience, we have provided a short description of our treatment team members.

The Treatment Team

What is a Treatment Team?

The treatment team, of which you and your child are active members, directs all major treatment decisions. The treatment team meets on a regular basis and determines goals for your child's treatment and provides other helpful information.

Treatment Team Members

The Family and the Resident

Your family and your child are full members of the treatment team. Your responsibilities include active participation in key meetings and in family therapy.

The Psychiatrist

Within 72 hours of your child's admission, the psychiatrist will meet with your child to begin to determine his/her needs. The psychiatrist may also want to talk to you throughout your child's stay to get your input about treatment issues or to discuss the need for or changes in medication. The Psychiatrists will meet with your child once a month.

At times, medication dosages may be adjusted or eliminated. If your child is under the age of 14, parental consent is required before new medications can be added. If your child is fourteen or older, he/she legally has the right to decline or accept medication without parental consent.

The Clinical Director

The clinical director is the person who is in charge of your child's unit.

Assistant Clinical Directors

The Assistant Clinical Directors oversee the day-to-day functioning of the units. They work very closely with all team members.

The Family/Individual Therapist and Group Therapist(s)

The therapist is the person with whom you will have the most direct and frequent contact. You will be contacted by this person within two to three days of your child's admission to The Bradley Center. At that time, the therapist will schedule an initial family therapy session that will occur within one week of your child's admission. We understand some families may need to travel long distances. If you are unable to attend a family session on grounds, we will set up a session by phone.

At this initial meeting, a family assessment will be completed. The family assessment is a tool to help the treatment team better understand your child's life experiences. At this meeting, you and the family therapist will also work together to develop family goals for you and your child to work on while he/she is in treatment. During this meeting, a schedule for future family therapy sessions will also be developed. These family therapy sessions are expected to take place weekly. Family therapy is an important, required part of your child's treatment because your participation will directly affect your child's ability to benefit from residential treatment. If you need to cancel a session, please call with advance notice so that you and your family therapist can reschedule the session as soon as possible.

The therapist also sees your child one-on-one at least once a week to talk about his/her treatment needs. Individual therapy is a confidential interaction between your child and his/her therapist that gives your child a chance to talk freely and openly about his/her feelings.

The individual therapist is usually the same person as the family therapist. Individual therapy sessions will not involve other family members unless special circumstances arise whereby the therapist feels the need to combine efforts. If this should occur, a special meeting will be arranged with you, your child and the therapist.

The group therapist(s) runs daily groups on the unit to discuss topics such as problem solving, anger management, social skills, peer issues, and other topics. The group therapist (s) is a different person than the family/individual therapist. They specialize in running therapeutic groups with all of the children at the agency.

The Case Manager

The case manager maintains contact with other agencies (Children, Youth and Families, juvenile probation, county mental health/mental retardation, etc.) and assists in providing transportation as needed for your child's appointments and court reviews. The case manager also helps make follow-up arrangements when your child is ready for discharge.

Child Development Specialists (CDS)

The child development specialists are the people who spend the most amount of time with your child. They are responsible for keeping your child and the unit safe. They help your child with activities of daily living, which include hygiene, meals, school, bedtimes, etc. The CDS also help your child work on his/her treatment goals and are always available to talk with your child about his/her feelings.

Recreation Therapist

The recreation therapist plans and organizes recreational activities for residents on the units and for residents in the whole building. These activities include picnics, dances, movies, tennis lessons, sports tournaments, etc.

There are also times when groups of volunteers come to The Bradley Center to do special activities with the residents.

Teachers

The Bradley Center has an on-grounds licensed private academic school. Classes are taught by Special Education Teachers with assistance from the Child Development Specialists. The Bradley Center works closely with a child's home school district and the school district where the campus is located to place the residents in public school when appropriate.

Nurses

A nurse will see your child upon admission to do a nursing assessment. Your child will also be scheduled for a physical, vision screening and dental appointment. The nurses are also available to answer your questions about medications, doctor's appointments and medical problems. Someone from the nursing department may also contact you regarding Medicaid and physical health coverage.

The Treatment Plan

Every child at The Bradley Center has a treatment plan. A treatment plan is a collection of goals and objectives within a variety of areas that are individualized for your child. These are the goals and objectives that your child will work on while he or she is at The Bradley Center. The treatment plan addresses the reasons why your child came to The Bradley Center and is also a way to measure your child's progress.

A treatment plan is developed upon your child's admission to The Bradley Center. All members of the treatment team, including your child and you, assist in developing the treatment plan.

There are eight areas of your child's life that are addressed in the treatment plan.

These areas include:

- A. Family
- B. Educational/Vocational
- C. Peer Group
- D. Physical/Environment/Structure
- E. Leisure/Recreation
- F. Emotional/Psychological
- G. Medical
- H. Discharge/Transition

The goals and objectives established for the family section of the treatment plan will guide what is discussed in family therapy. The treatment plan is reviewed monthly in meetings and adjusted as needed.

Family Therapy

Family Therapy is one of the most important aspects of residential treatment. A wise man once said, "Life is relationships." This is nowhere more true than in the family. The general goal of family therapy at The Bradley Center is to find the strengths and growth areas of each family and develop therapeutic goals that enhance these all-important relationships. Each family is unique. Therefore, our therapists look at issues like multigenerational patterns, communication styles and, most importantly, the relationship between the individual child's identified problems and the family's strengths to meet those challenges.

Interagency Team meetings

Approximately every two months, a formal meeting will be scheduled to discuss your child's progress in treatment. All agencies involved with your child will be invited and expected to attend. This meeting is called an Interagency Team Meeting. You will also be invited to attend and participate. The goals and objectives of the treatment plan will be reviewed and discussed. At this meeting, it will also be discussed whether or not your child continues to require the level of care provided by The Bradley center.

Your attendance at these meetings is extremely important because it will help you understand your child's progress. It is also a time for you as the parent/guardian to help us determine goals and objectives for your child's continued treatment.

Contact With Your Child

A. Mail

Your child can send and receive mail without being censored. However, staff may be present while your child opens his/her mail to make sure there is nothing inside that may be harmful to your child.

B. Phone Calls

Your child can make and receive phone calls. Please check with your therapist about the rules regarding phone calls on your child's unit and the best time to call your child. Please remember that your child cannot take calls during school hours, meal times or groups.

C. Visits

We encourage you as a parent/legal guardian to visit while your child is at The Bradley Center. Visits are based on your child's progress in treatment and ability to be managed safely. The Bradley Center must follow all court orders and placing agency restrictions. **All visitors are required to show identification when they enter the building. This is done to protect the residents and the staff at The Bradley Center. Any visitor who is not a parent/legal guardian must be approved by the treatment team.**

While visits allow the child and family to spend time together, this time should be used to discuss progress in treatment and practice the new skills being learned in treatment and family therapy.

We request the first few visits to be at The Bradley Center campus. We recommend this so as to give you and your child time to adjust to the treatment program. This also gives us a chance to assess if there are any safety concerns for you or your child.

On-Grounds Visits

If you wish anyone other than you to visit your son or daughter (such as friends or other relatives), feel free to discuss this in treatment team. Please talk to your therapist if you have this request.

It is expected that visitors act appropriately and treat all individuals with respect.

During on-grounds visits, visitors must remain in the visiting areas of the building. Your therapist will clarify the visiting areas.

Please never leave your child alone during a visit.

Food items that are brought to the Bradley Center must be eaten during the visit. We cannot store food on the unit; therefore any leftover food should be taken home.

Staff must check all bags and clothing brought to The Bradley Center for your child before being brought on to the unit. This is done for safety reasons.

- **Weapons, including guns, knives, martial art devices, etc. are not permitted on Bradley Center property.**
- **Unprescribed drugs and alcohol are not permitted on Bradley Center property.**
- **Residents are not permitted to have prescription drugs, lighters, matches, cigars, cigarettes, tobacco, aerosol cans, razors and other dangerous items.**
- **Residents are not permitted tapes or CDs that have parental warnings.**

If you have any questions about what your child can have at The Bradley Center, please ask your therapist before bringing the item to the visit.

Visiting Schedule

Please talk to your therapist concerning visiting times.

Community Visits

After several successful on-grounds visits, community visits may begin. The treatment team determines community visits. Community visits will occur during the same hours as the regular on-grounds visitation schedule.

Community visits allow you to take your child off Bradley Center grounds. During community visits, you have full responsibility for your child, including giving medication if necessary. This time should be used to discuss progress in treatment as well as practice the new skills being learned in treatment and family therapy.

If problems occur before, during or after community visits, the visits may have to return to on-grounds until the problems are addressed and resolved in family therapy.

Therapeutic Leaves

As your child progresses in treatment, therapeutic leaves may begin. The treatment team determines therapeutic leaves. Therapeutic leaves are significant periods of time that your child spends at home, away from The Bradley Center. Therapeutic leaves are usually trial visits at home to help you and us determine when your child is ready for discharge.

Therapeutic leaves occur mainly on weekends and holidays.

Typically, we recommend that therapeutic leaves begin with a full day visit (8 – 10 Hours), and then increase to overnight, and then to full weekend visits.

When your child has a therapeutic leave scheduled, the therapist will develop a therapeutic leave log to help you and your child focus on treatment goals. During therapeutic leaves, you have full responsibility for your child, including giving medication if necessary.

Therapeutic leaves should be used to discuss progress in treatment as well as practice the new skills being learned in treatment and family therapy.

If problems occur before, during or after therapeutic leave, the visits may have to return to on-grounds until the problems are addressed and resolved in family therapy.

* Please note that all new residents are expected to remain on grounds for visits for the first 30 days after admission.

Special Situations and Arrangements

We are aware that some families live a significant distance from The Bradley Center. In this case, your family therapist will work with you to arrange a special visitation schedule. The Bradley Center can also help you and your family find affordable hotel/motels if needed. The Robinson campus will provide on-site housing for visiting families. Please contact your family therapist for more information.

Insurance

It is very important that the Bradley Center receives any information regarding your insurance coverage. Your therapist will occasionally ask you questions about whether you have moved, changed jobs or switched insurance. We need this information for billing purposes.

The Bradley Center Client/Family Grievance P/P Policy:

It is the policy of The Bradley Center to maintain quality of care and promote client rights. Upon admission, the client will have the opportunity to review and sign the client grievance procedure. A copy will be filed in the client's clinical record. If a resident feels that his/her rights have been violated, or believes he/she has been discriminated against, the resident may file a grievance without fear of retaliation. If supervisor does not immediately resolve the complaint or grievance, then the client will be given a copy of the complaint and final decision and a copy will be filed in the client's record. The Bradley Center has defined complaint as issues regarding the quality of services and treatment, and grievance as an alleged violation of a client's rights or civil right.

Procedure:

1. In the event that a client and/or legal guardian has a complaint or grievance, they shall be instructed to discuss the issue with a member of the treatment team. If the complaint or grievance requires immediate attention and the Clinical Director is not available, then staff shall notify the Clinician-on-call (COC).
2. The Clinical Director shall meet with the client to discuss his/her complaint and shall make every effort to resolve it within 48 hours after the complaint or grievance is filed.
3. If the complaint/grievance is physical in nature, an Accident/Injury to Child Report must be written and the Nursing Department shall photograph all visible marks related to the complaint (if these steps have not yet been completed). If there is allegation of abuse or neglect, then the supervisor shall notify to the COC as soon as possible. Staff shall refer to the Child Protective Service Law if necessary.

4. The supervisor shall include the content of the meeting in the client's clinical record.
5. The supervisor shall differentiate if the client has a complaint or a grievance. This may involve reviewing the client's rights.
6. If the client is satisfied with the resolution, the supervisor shall document the details in the progress note. This shall complete the grievance process.
7. If the client is not satisfied with the resolution, then he or she has 10 days to appeal the decision. The supervisor shall complete the Internal Grievance Form, noting the attempts made at resolution, and forward it to the Clinical Liaison.
8. The Clinical Liaison shall meet with the client to discuss his/her complaint or grievance and shall make every effort to resolve it within 10 days.
9. The Clinical Liaison shall obtain any additional information necessary to aid in the ability to understand and resolve the complaint or grievance. If the client is satisfied with the resolution, the Clinical Liaison shall document the details in the Grievance Decision Form. The Clinical Liaison shall complete a Grievance Decision Form and obtain signatures from the client/guardian and supervisor. A copy of this document shall be given to the client and a copy shall be filed in the client's record. This shall complete the grievance process.
10. If the client is not satisfied with the resolution, then he or she has 10 days to appeal the decision. The Clinical Liaison shall include the attempts made at this meeting on another Internal Grievance Form. The grievance shall then be forwarded to the Client Advocates.
11. The Client Advocates shall meet with the client within 5 days to discuss the incident and differentiate if the client has a complaint or a grievance.
12. The Client Advocates shall notify the Clinical Liaison and/or Clinical Director within 48 hours after meeting with the client regarding plans to interview any staff and additional clients.
13. The Client Advocates shall obtain any additional information necessary to aid in the ability to understand and resolve the grievance. The content of this meeting, findings and recommendations shall be reported on the Client Advocates Recommendation Form within one week.
14. The Client Advocates shall meet with the client to explain the recommendations. The Client Advocates Recommendation Form shall be forwarded to the Clinical Liaison, Clinical Director and the attending physician.

15. If the Clinical Liaison and client/guardian are in agreement with the recommendation, then the complaint or grievance is considered resolved. The Client Advocates shall complete a Grievance Decision Form and obtain signatures from the client/guardian and the Clinical Liaison. A copy of this document shall be given to the client and a copy shall be filed in the client's record. This shall complete the grievance process.
16. If the Clinical Liaison and Client Advocates do not agree on the resolution, then the recommendation shall be forwarded to the Executive Leadership Team, who shall evaluate the recommendation within 72 hours and determine appropriate interventions to be implemented. If the client/guardian accepts this resolution, then the Client Advocates shall complete a Grievance Decision Form and obtain signatures from the client/guardian and the Clinical Liaison. A copy of this document shall be given to the client. This shall complete the grievance process.
17. If the client/guardian is not satisfied with these recommendations and the internal mechanisms for resolution, he/she may contact an external advocacy group. A list of these organizations shall be provided to the resident with his/her copy of the grievance procedure.

Restrictive Procedures

Occasionally it may be necessary for the safety of your child and other residents to utilize what is called a restrictive procedure. Restrictive procedures are considered to be emergency safety measures that are utilized after all other less restrictive means have been attempted for the safety and welfare of your child when he/she is in a crisis situation.

An example of a restrictive procedure is passive physical restraints. Other examples are time-away greater than 30 minutes, chemical restraint and systematic exclusion. Physical restraints are only employed by staff members who are certified in the Cornell University method of Therapeutic Crisis Intervention (TCI). Only restraints permitted by Cornell as well as all of the regulatory bodies of The Bradley Center are utilized if the resident poses imminent risk of harm to themselves or others. Currently, three types of physical restraints are utilized: a Standing Hold, a Seated Hold and a Supine Hold (face up). The type of restraint utilized will depend upon the assessed safety factors for each individual resident.

Our policy provides that we contact you after a restrictive procedure. Upon admission, our case manager will give you written information concerning the use of restrictive procedures and discuss with you a notification schedule.

The following is The Bradley Center policy concerning the use of Passive Physical Restraints.

- *Restraints should never be used for punitive purposes, discipline, retaliation, or coercion.
- *Restraints should never be used to compensate for inadequate numbers of staff.
- *Restraints should never be imposed for control of environment or prevent disruption of therapeutic milieu.
- *Restraints should only be used when less restrictive methods have proven to be ineffective in each individual situation.
- *Restraints are an appropriate emergency intervention when less restrictive forms of behavior management techniques have failed to prevent the risk of imminent danger of bodily harm to the consumers or others.

Suggestions for Parents/Legal Guardians

Living in a residential treatment facility is much different than living at home. Every child needs encouragement in making this adjustment. Please do all you can to help your child accept placement and cooperate with treatment.

The staff at The Bradley Center has come up with a few suggestions, which hopefully will help you and your child take full advantage of our program.

Keep in regular contact with your therapist.
Attend and participate in all family therapy sessions.

If your child visits at home on weekends, let us know if there are any behavioral changes or significant events, which happened during a visit.

Visit your child on a regular basis as outlined in his/her treatment plan.

Attend scheduled treatment, school and interagency meetings.

Participate in your child's treatment plan so that family reunification may occur in the shortest time possible.

Notify therapist of any change in family composition (remarriage, divorce, death, birth), change in your address or telephone number (home or work).

In the event of an emergency and your child is unable to be returned on time from a home visit, please contact The Bradley Center as soon as possible and let us know what happened and when he/she will be returned.

Therapeutic leaves and visits should be arranged five days in advance.

Do not allow your child to bring expensive items to The Bradley Center.

Do not give or send a lot of money to your child. All children receive allowances and all of their needs are met within our program.

If your child visits at home on weekends, please see to it that they return with all the clothing that they took home with them.

After community visits and therapeutic leaves, please check your child's belongings so that unapproved items are not brought back to The Bradley Center.

We look forward to working with you and your child while he/she is in treatment at The Bradley Center.

We strongly encourage you to participate in your child's treatment by visiting, attending family therapy sessions, and interagency meetings.

*** It is important that we work together to make your child's treatment successful.**

Family Education

The Bradley Center is committed to building strong family relationships. We believe that children and adolescents in residential treatment will grow and thrive when the family is the fertile ground for providing the key relationships for growth. The Bradley Center's Partners Program is designed to enhance growth by integrating family members of children and adolescents in RTF placement as full participants in the treatment process.

To that end, the Partners Program provides the following services through working with your therapist.

Residential Treatment: How does it Work?

This topic provides an overview of Residential Treatment.

Understanding My Child's Diagnosis.

This topic focuses on assisting families to understand their child's diagnosis and how to develop successful coping strategies.

Understanding My Child's Medication.

Medications that are commonly prescribed in Residential Treatment Facilities are discussed with time for questions and answers.

Stress Management Techniques.

Practical tips for stress management are provided as well as ideas for "de-stressing" family functions and events.

Advocacy Resources.

With this topic, advocacy groups can be discussed and any additional information will be provided.

How to Access Community Supports.

With this topic, information packets are distributed and discussed to help families identify community support resources.

How To Make The Most Of Therapeutic Leaves.

We focus on setting realistic goals for therapeutic leaves and share strategies for resolving conflict and problems related to therapeutic leaves.

Multi-generational Family Issues.

How our families' history can impact our current living experiences.

Family Sculpturing: Exploring Your Family Roles and Relations.

This group utilizes the techniques of family sculpturing to help families from an experiential point of view understand the impact of behavior.

After Discharge: Maintaining The Progress.

The focus is on creating successful strategies for maintaining the gains that were made in treatment. Special attention is given to crisis management.

Family Satisfaction

Because we believe that communication with families is key to achieving positive outcomes, we routinely provide family satisfaction surveys to our families. The Bradley Center administrative staff has an open door policy to all families; however, we encourage that you try to work out any concerns with your immediate team members first. The Bradley Center has three-client/family advocates who work within The Bradley Center if you feel your concerns have not been addressed to your satisfaction. Our client/family advocates are:

Megan Georges, Director of Quality Services

Phone: 412-788-8219

E-mail: mgeorges@thebradleycenter.org

Bailey Goldberger, Director of Compliance and Utilization Review

Phone: 412-788-8219

E-mail: bgoldberger@thebradleycenter.org

State Advocacy Support Groups

The Bradley Center encourages you and your family to connect with outside resources that may offer support and education to you regarding your child's mental illness and treatment and the impact it has on the family. The following are two statewide advocacy groups that have branches in most counties:

Parents Involved Network (P.I.N.)

1211 Chestnut Street

Philadelphia, PA 19107

800-688-4226; www.pinofpa.org

National Alliance for the Mentally Ill (N.A.Mi.I.)

2149 North Second Street

Harrisburg, PA 17110

800-223-0500; www.namipa.nami.org

Client's Rights and Grievance Procedure

If you or your child is not satisfied with The Bradley Center's internal mechanism for resolving grievances, you may contact an external advocacy group. These groups are listed below:

<p style="text-align: center;">Allegheny County Department of Human Services Office of Behavioral Health Wood Street Commons 304 Wood Street Pittsburgh, PA 15222 412-350-4280</p>	<p style="text-align: center;">Bureau of Civil Rights Department of Public Welfare Room 521, Health and Welfare Building PO Box 2675 Harrisburg, PA 17105</p>
<p style="text-align: center;">The Bradley Center, Inc. Quality Services Department 5180 Campbells Run Road Pittsburgh, PA 15205 412-788-8219</p>	<p style="text-align: center;">Office of Civil Rights U.S. Department of Health and Human Services Region III, PO Box 13716 Philadelphia, PA 19101</p>
<p style="text-align: center;">PA Human Relations Commission 1101-1125 S. Front Street, 5th Floor Harrisburg, PA 17104-2515 717-787-9784</p>	<p style="text-align: center;">Bureau of Civil Rights Compliance Department of Public Welfare Western Field Office 702 State Office Building 300 Liberty Avenue Pittsburgh, PA 15222</p>
<p style="text-align: center;">Community Care Behavioral Health Organization (CCBHO) PO Box 1266 Camp Hill, PA 17011 1-866-292-7886</p>	<p style="text-align: center;">Magellan Behavioral Health PO Box 1261 Newtown, PA 18940 1-877-769-9784</p>
<p style="text-align: center;">Community Behavioral HealthCare Network of Pennsylvania (CBHNP) PO Box 6600 Harrisburg, PA 17112-4086 Attn: C&G Unit 1-888-772-8646</p>	<p style="text-align: center;">Value Behavioral Health 520 Pleasant Valley Road Trafford, PA 15085 1-877-688-5972</p>
<p style="text-align: center;">Office of Mental Health and Substance Abuse Services (OMHSAS) DGS Annex Complex Beechmont Building, 2nd Floor PO Box 2675 Harrisburg, PA 17105-2675 717-772-7984</p>	

Disability Rights Network of PA

Harrisburg Office
1414 N. Cameron Street, Suite C
Harrisburg, PA 17103
1-800-692-7443

PA Human Relations Commission
Western Region
301 Fifth Avenue, Suite 410, Piatt Place
Pittsburgh, PA 15222

Department of Public Welfare
Bureau of Equal Opportunity
Western Region
301 Fifth Avenue, Suite 390, Piatt Place
Pittsburgh, PA 15222

**The Bradley Center Statement of
Client Rights for Families**

Upon admission to The Bradley Center, residents/family members are given an opportunity to review and assign a list of resident's rights. This list is written in a manner that informs the client of his/her rights in a language he/she can easily understand.

It is the policy of The Bradley Center to provide both residents and their families with a statement of these rights.