

Helpful Hints for Wraparound Agencies and Family Support Organizations

Wraparound Agencies and Family Support Organizations provide critical services to children who are returning to their families from residential care. We value the contributions you will make to ensure children and families receive the care they need in their communities. Our kids need you!

We offer these helpful hints about interacting with our residents because we want the best possible outcomes from your work with our residents. We want you to be safe. Please remember this: **we want you to ask us questions!** You are a member of the larger treatment team working to improve the lives of our children and their families. We are grateful for the work you do. We need you!

Remember:

1. Always check first with the resident's therapist before you say you will bring him or her something. Never bring a child something that is not permitted. If you do, you risk harming the relationship we have created with the resident and make our staff look like the "bad guy".
2. Never give a resident any type of metal or sharp objects such as nail clippers, nail files, scissors, glass picture frames or any glass items. Residents may use these items to harm themselves or others.
3. Never give a resident any chemical products like alcohol-based hand sanitizers, fingernail polish, colognes, perfume, glue, hair spray, or any other liquid, gel, or spray.
4. Never tell a resident he or she will begin home passes once a family team meeting happens. This may or may not be true. We never want our kids to be disappointed when someone's "promise" cannot be kept.
5. Do not make any promises about a resident's discharge plans or dates. Please remember our residents can be very literal thinkers. Avoid making absolute statements like "you will" or "they will". Rather use phrases like, "they are trying."
6. NEVER leave a resident unsupervised, especially at the end of a visit. You must always personally transfer the resident directly to one of our staff members.
7. Please contact the child's therapist 5-7 days in advance to schedule your visits, activities, etc. We avoid interrupting our residents' active treatment schedules.
8. Please visit individually with each youth on your case load, one at a time. Never meet with two or more residents at the same time. Confidentiality is critical. No child should ever learn from you something about another child.
9. Do not allow residents to use your electronic devices (ex. iPad, phone, computer, smart phone).
10. Never leave a resident alone with your keys, purse, documents or personal materials. Always protect them. Do not look away.
11. You must report to the child's therapist any statements a child makes about causing harm to self or others or plans to run away. The safety of our kids must always be *the* priority.