



155 WYN Way • Boone, NC 28607
(828) 264-5174 • Fax (828) 264-0838
westernyouthnetwork.org

CONSUMER RIGHTS

It is the policy of WYN to actively promote respect for all individuals and families to whom services are being provided. Employees will protect clients from harm, abuse, neglect, and exploitation. WYN will maintain legal mandate to report abuse and neglect. WYN will only release client to parent or approved adult who is apparently operating under their full faculties.

WYN values and works with the whole child. We meet the child where he/she is, and if this means the child is behaving violently, staff will handle them using only the least restrictive means necessary to help them regain safe self-control. Physical or manual restraint will not be used.

A. Our behavior management plan is derived from a relationship-driven model. To manage behaviors with positive interventions we will embrace the Love and Logic philosophy. Positive interventions include, but are not limited to:

1. Helping de-escalate situations by meeting kids where they are;
2. Re-direction and/or distraction;
3. Gentle teaching methods unique to each child to ensure a strong relationship. WYN never gives up on a child and always finds a place for each child;
4. WYN will recognize that each child is unique and reinforce this in a positive manner;
5. WYN uses innovative and creative environmental manipulations;
6. When a behavior is not health-threatening WYN may ignore it and place focus and reward on positive behaviors;
7. WYN builds a strong sense of community by allowing for positive peer role models, counseling, reflection, modeling, suggestion, etc.
8. One-on-one time between client and staff is allowed so that strong relationships can be built
9. Creative approaches to behavior challenges will be instilled whenever possible. For example, staff may use an assignment book in which related assignments are given to help a child "clean up a mess" due to poor choice making. Assignments are not punitive and have a logical correlation to the behavior that is in question.
10. Time may be offered separate from the group for an escalated client to regroup and calm down and prepare to return to the group in a positive and effective manner.

Further, WYN consumers have the right to:

1. Expect that, as human beings, they will be treated respectfully, fairly, courteously, consistently, and with dignity and without prejudice, bias or discrimination based on their race, age, religion,

national origin, color, creed, gender, ancestry, sexual orientation or disability.

2. Freedom from punishment by other youth.
3. Enjoy freedom of thought, conscience and religion.
4. Freedom of speech when discussing their opinions as long as they are not verbally abusive.
5. Have opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting their life and service they are to receive.
6. Freedom to submit and discuss grievances without fear of reprisal.
7. Access and receive appropriate and reasonable adult guidance, support, and supervision on a regular and emergency basis.

B. Western Youth Network prohibits the use of the above-stated restrictive interventions. Other interventions that are prohibited (either directly administered or contracted) include:

1. Any disrespectful, intolerant, or harmful interactions between adults and child that would otherwise be determined as verbal, emotional, or psychological abuse;
2. Punishments that are degrading and break down self confidence;
3. Forced physical activity solely for the purpose of extinguishing a negative behavior;
4. Painful body contact;
5. Substances administered to cause painful bodily reaction;
6. Feeding a child unpleasant food;
7. Contingent exposure to noxious stimuli such as but not limited to: noise, adverse smells, splashing with water;
8. Any potentially painful procedure or stimuli that is administered to the client for the purpose of reducing the frequency or intensity of a behavior, excluding prescribed injections;
9. Abuse, neglect, and/or exploitation of a client; Any intervention which would be considered corporal punishment under B.S. 122C-59;
10. Any withholding nutrition, hydration or other basic necessities;
11. Medications will not be administered to consumers by WYN staff. With written consent from the consumer's parent or guardian, WYN staff may safely store and witness the self-administering of medications by consumers.

Western Youth Network respects each client and mentor's right to receive the services they need in a manner consistent with our policies and procedures. Please direct any grievance or complaint to:

Jennifer Grubb
Interim Executive Director
Western Youth Network, Inc.
Boone, NC 28607
828-264-5174
grubbj@wataugayouthnetwork.org

You also reserve the right to contact the Governor's Advocacy Council for Persons with Disabilities if they feel their rights have been violated.

Governor's Advocacy Council for Persons with Disabilities
1314 Mail Service Center
Raleigh, NC 27699-1314
Phone: (919) 733-9250
Fax: (919) 733-9173

I have read and I fully understand the rights outlined in this document.

Client Signature

Date

Parent/Guardian Signature

Date