



A Division of Oklahoma Family Counseling Centers

Student Handbook

Revised 04/13/2026

Welcome and Overview

Welcome to Bridges!

The staff and administration at Bridges are delighted that you have chosen our program to work with your children and family. We look forward to supporting you in achieving your goals.

We are proud to employ committed individuals who are deeply invested in your child's progress.

This handbook is designed to help you understand our program, outlining common policies, procedures, and practices here at Bridges.

Please review the handbook thoroughly, and don't hesitate to discuss any questions with the Director or your child's therapist.

Mission, Vision, Values

Mission Statement

“Bridges exists and aspires to be the leading provider of quality mental health services and treatment for children, youth, and families in the Oklahoma area.”

Vision

“Promoting and developing healthy, successful relationships by empowering children, families, individuals, and schools.”

Values

- Children and Families
- Education and Empowerment
- Partnership and Collaboration
- Accountability and Integrity
- Success and Accomplishment

Locations and Contact Information

Bridges of Choctaw-Nicoma Park

Address: 11600 Jeffords Ave., Choctaw, OK, 73020

Phone: 405.390.5535

Fax: 405.458.8103

Director: Amanda Spencer, LPC-S

Hours of Operation: 8 am to 4 pm

Program Hours: 8:00 to 2:00

Bridges of Mustang (Bronco Academy)

Address: 400 N. Clear Springs Rd, Mustang, OK, 73064

Phone: 405-376-7322 ext. 4520

Fax: 405.353.6951

Director: Lavon Greene, LADC/MH Candidate

Hours of Operation: 8 am to 4 pm

Program Hours: 8:00 to 2:00

Bridges of Yukon

Address: 1000 Yukon Ave., Yukon, OK, 73099

Phone: 405.265.4515

Fax: 405.265.1303

Director: Desiree Taylor, LPC

Hours of Operation: 8 am to 4 pm

Program Hours: 7:30 to 1:30

Admission

District Requirements

For your child to be accepted into the Bridges program, they must be enrolled in the school district where the services are provided. If your child lives in a different district, you must discuss this requirement with your intake therapist or the facility Director.

Important note for out of district transfers: When your child is no longer attending Bridges, they will no longer be considered a student in that district and will need to re-enroll in their home district (the district in which they reside).

Criteria for Admittance

One of our therapists will assess potential clients. If the assessment determines that your child or adolescent meets the program's criteria, they will be admitted. If the criteria are not met, the therapist will provide a recommendation to a more appropriate level of care.

Program Services

Therapy Services

Individual Therapy: 1 hour per week with a therapist.

Group Therapy: 2 hours per week with a therapist.

Family Therapy: 1 hour per week with a therapist.

Rehabilitation Services

Group Rehabilitation (Rehab): Up to 20 hours per week with a Behavioral Health Case Manager II (BHCMII).

Individual Rehabilitation (Rehab): Hours vary based on availability and necessity.

Medical Services

Nursing Assessments: Within 24 hours of their start date and as needed by the facility Registered Nurse (RN).

Psychiatric Care: Our psychiatrist will meet with every student and offer medication recommendations. Parents/guardians will receive this information

from our facility nurse. **Medication will never be initiated without the verbal and/or written consent of a parent or guardian.**

Psychiatrist: All Bridges clients are required to use our psychiatrist as the prescribing physician for psychiatric medications.

Follow-up Appointments: All clients will have follow-up appointments with the psychiatrist at least bi-weekly.

Parent Attendance: Parents/guardians who wish to attend these appointments should contact the nurse or the office to schedule a date and time.

Program Structure and Progress

Bridges Leveling System

The Bridges program utilizes a leveling system to track client progress and determine readiness for graduation or transition. Advancement through these levels is based on consistent positive development in several key areas:

Criteria for Advancement

1. Demonstrated willingness to adhere to program rules and routines.
2. Active and constructive family involvement.
3. Appropriate behavior and interactions with program staff and peers.
4. Positive behavior within the home environment.
5. Meaningful progress toward achieving established treatment goals.

Focus on Leadership Development

As clients move into higher levels, they will increasingly focus on cultivating essential leadership qualities. For more information, please refer to your child's assigned therapist.

Discharge and Transition Planning

The decision regarding readiness for discharge or transition is typically a collaborative one. Parents, program staff, the client, and school personnel will meet to review progress and discuss the next steps. For any questions or concerns, please reach out to the Director or your child's therapist.

BRIDGES reserves the right to terminate services without collaboration.

Safety, Emergencies, and Higher Level of Care

After Hours

Please call the facility number to leave a message. Someone will return your call as soon as possible.

Emergency Situations

For Life-Threatening Crises:

If your child becomes a danger to themselves or others outside of operating hours, immediately call 911 or go to the nearest emergency room.

For Non-Life-Threatening Crises:

If you have concerns about your child or are experiencing a crisis that is not life-threatening, you have the option to call the Director of the facility your child attends. Contact information for the Director can be found on the preceding page.

Higher Level of Care Procedures and Return to Program Policy

While Bridges offers a wide range of services, there may be instances where a child's actions, words, or thoughts lead us to believe they pose a danger to themselves or others, necessitating a referral to a higher level of care.

Required Procedure:

1. **Immediate Pickup and Assessment:** If your child is determined to require a higher level of care, **you will be contacted to immediately pick them up and take them for an assessment.**
2. **Return Requirement:** **Your child will not be permitted to return to our program until this assessment is completed.**
3. **Documentation:** If the assessing facility determines your child does *not* meet the criteria for a higher level of care, **you are required to bring documentation of this finding to our office the following day.** This documentation **must be written by the assessing facility. Your child may not return without this proper documentation.** If the assessing facility determines that your child *does* meet criteria, **please contact the BRIDGES Program Director on next steps.**

Our Support:

We will assist you by providing contact information for appropriate treatment facilities. If you need additional support, please reach out to the Program Director or your child's therapist.

Rights, Privacy, and Reporting

Client Bill of Rights

All clients receiving services at Bridges have the right to:

- Be treated with dignity and respect
- Receive services in a safe environment
- Participate in treatment planning
- Receive care without discrimination
- Have personal privacy protected
- Express concerns or grievances without retaliation
- Receive services that support personal growth and well-being

Additional information about client rights are available in your intake packet.

Confidentiality and Privacy

Bridges is committed to protecting the privacy and confidentiality of all clients and families in accordance with **federal and state privacy laws**, including HIPAA.

Client information may only be shared with:

- Authorized treatment providers
- School partners involved in the client's education plan
- Individuals approved through signed releases of information

Information may be disclosed without consent when legally required, including situations involving:

- Suspected abuse or neglect
- Court orders or legal mandates
- Situations where a client may be a danger to themselves or others

Parents may request access to their child's treatment records in accordance with applicable laws.

Mandatory Reporting

Bridges staff are **mandatory reporters under Oklahoma law**.

If a staff member has reasonable suspicion that a child is experiencing abuse or neglect, they are legally required to report the concern to the appropriate child protective services agency.

Reports are made in accordance with state law and are intended to ensure the safety and well-being of the child.

Behavior and Conduct Policies

Behavior Management and Crisis Intervention

Bridges uses therapeutic behavior management strategies designed to help children develop emotional regulation and coping skills.

Staff utilize:

- Positive reinforcement
- Skill-building
- Redirection
- De-escalation techniques

Physical punishment, humiliation, intimidation, or threats are **never permitted**.

In crisis situations, trained staff may implement approved safety interventions to protect the client or others from harm. This includes the use of therapeutic holding techniques.

Bullying and Harassment Policy

Bridges is committed to maintaining a safe and respectful environment. Bullying, harassment, intimidation, or threats will not be tolerated. Any incidents will be addressed promptly and may result in disciplinary action.

Photography and Social Media Policy

To protect client confidentiality, clients and families may not photograph or record other clients while at Bridges.

Photos taken during program activities may only be used with **written parental consent**.

Outside Contact with Other Bridges PHP Clients

Contact with other Bridges PHP clients outside of the program is against the rules. The primary reason is to allow your child to focus on their own treatment first. Outside contact can often hinder their progress. Please consult the Director or your therapist with any questions or concerns regarding this policy.

Rules and Expectations

Prohibited Items and Personal Property

Children are not permitted to bring any personal belongings into the building without permission. Any personal items brought in without permission from the director will be confiscated by staff and can only be returned during the next family therapy appointment.

The following items are strictly forbidden: weapons of any kind, any medication that has not been turned in to the nurse by a parent/guardian, illegal drugs, canned drinks, glass or metal containers, soda, and energy drinks, plastic water bottles or drinks with a broken seal, or personal water bottles with liquid in them when they arrive.

Please be aware that Bridges is not liable for the theft or loss of personal property.

Electronic Devices

If the Director and your family determine a child needs an electronic device, such as a cell phone, the device must be turned off and given to staff during check-in. The device will be returned upon leaving the building. If a child fails to hand over their device, parents will be required to come to BRIDGES to pick up the item.

Weapons

Possession of any weapons on Bridges property is absolutely prohibited. Any child found with a weapon may face disciplinary action, including suspension and involvement of law enforcement.

Medication Policy

All medications, including over-the-counter and prescription drugs, must be checked in with the Bridges nurse by the parent or guardian. Medications must be in their original container and clearly display the dosage and frequency information.

For safety reasons, children are strictly prohibited from keeping any medications on their person, including rescue inhalers. Parents/guardians must not send children with medications to turn in to the nurse, as these will not be accepted. Likewise, Bridges will not send medications home with children or transport them for any reason.

Food and Drink Policy

Bridges provides water and snacks for all clients. Children are not permitted to bring breakfast. If a child brings a packed lunch from home, they may only eat it during designated lunch times. Sharing food among children is not allowed. We also do not allow clients to warm up food. Please send a cold lunch only if you are sending a packed lunch.

Parents/guardians are responsible for providing any food required due to specific dietary needs. If your child has specific dietary needs, please contact the nurse or facility director to make the necessary arrangements.

Parent/Guardian Program Responsibility

To ensure the best possible treatment for our Bridges clients, weekly family therapy participation is mandatory. Upon enrollment, you are required to attend a treatment plan meeting to review and sign your child's treatment plan. You must also attend weekly family therapy sessions, scheduled with your child's therapist. If you cannot attend, you must contact the therapist with 24 hours' notice to reschedule. Failure to participate in family therapy may result in the revocation of your child's enrollment at the treatment team's discretion.

In addition to family therapy, you may be required to attend meetings concerning continued disruptive behavior, sign paperwork, or work with staff regarding eligibility for Soonercare or other insurance.

Parents/guardians may be asked to pick up their child from the program if the child is ill, due to behavior issues, or for other reasons. If called, please make pickup arrangements immediately.

Please notify the Director or your therapist of any new phone numbers or changes of

address as soon as possible.

Dress Code and Safety Screening

Bridges Dress Code

The dress code promotes fashion while maintaining decency, safety, and appropriateness. Dress or grooming that causes or is likely to cause program disruption is prohibited. Parents/guardians will be called to bring appropriate attire promptly if a student is not in compliance with the dress code.

Prohibited Attire

1. Headgear, including but not limited to hats, caps, bandanas, hoodies, or stocking caps.
2. Clothing or apparel considered dangerous or promoting vulgarity, violence, alcohol, or drugs.
3. Revealing clothing (e.g., shorts shorter than fingertip length, halter tops, bare midriffs).
4. Sagging pants and visible undergarments.
5. Apparel with offensive or age-inappropriate writing or logos.
6. Apparel identifying students as "security," "staff," or "police."
7. Jewelry of any kind. Clients may discuss the privilege of wearing jewelry with their therapist starting at Level 3.

Additional Dress Code Information

1. For the safety of all participants, BRIDGES conducts a screening of each client using a handheld metal detector upon entry into the program. Additional safety procedures may include:
 - a) Children removing their shoes and socks
 - b) Turning out pockets for inspection
 - c) Parent participation during the check-in process
 - d) Other measures as needed
2. Exceptions in the dress code may be made for spirit days or special activities.
3. The administration may grant exceptions based on safety, religious beliefs/practices, or other special factors.
4. If a client brings in contraband of any kind, BRIDGES will implement a restrictive dress code policy. This will require that a client wears specific clothing provided by the parent/guardian. If this policy is implemented, it will be discussed with the parent/guardian.

Daily Operations and Attendance

Attendance Policy

To maintain enrollment at Bridges, your child must attend a minimum of 90% of the time. Please notify BRIDGES staff as early as possible if your child will be absent. Too many absences will result in your child being discharged from BRIDGES. Note that all absences and tardies will be reported to the respective schools.

Operating Calendar and Closings

Bridges operates throughout the year, observing closures only on major national holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Thanksgiving, and Christmas, with minor, year-specific exceptions. Parents will be notified of any closures outside of these scheduled dates.

Inclement Weather

For most inclement weather situations, Bridges follows the closing schedule of the local school district. Please monitor local news for closing announcements. During school breaks, the Bridges Leadership team will assess weather conditions, and any inclement weather closings will be communicated to parents/guardians via email and/or text message. During inclement weather days, clients will be required to attend virtual program.

Illnesses

Children must be kept home if they have a fever of 100.4°F or higher. They may only return to Bridges after being fever-free for a full 24 hours without the aid of fever-reducing medication.

If a child experiences vomiting while at Bridges, the center nurse will conduct an assessment. To protect staff and other clients, the nurse may require the child to be picked up and kept home for 24 hours following the last instance of vomiting.

Important: Should your child become ill while at Bridges and need to be sent home, you are required to arrange for their pickup in a timely manner, generally considered to be within one hour of notification.

Check-out Procedures

All children must leave the Bridges facility with an approved parent/guardian or authorized designee. The individual picking up the child must present their valid photo ID (e.g., driver's license) and come inside the facility to sign the child out.

Health and Wellness

Lice

Any child with head lice will be sent home and may not return until completely free of both live bugs and nits. Our nurse must check and clear the student before they are allowed to return to Bridges.

Bedbugs

Your child will not be sent home, but we will notify the parent/guardian and ask that you take extra measures at home to prevent a bedbug infestation at our facility.

Tobacco/Vaping/Marijuana

The use of tobacco products, marijuana, and/or vaping is strictly forbidden on Bridges grounds. Clients using medical marijuana must refrain from dosing two hours before and at least one hour after the program. If a client appears to have dosed before the program, parents will be called to pick up their child. Family members must adhere to the same requirement for family therapy sessions. Clients must be present and coherent to get the most benefit from treatment.

Communication

Clear communication with BRIDGES staff is essential to supporting your child's success. Please use the following contacts for specific needs:

Assigned Therapist: Attendance, therapy-related matters, general concerns, and questions

Facility Nurse: Medical concerns or questions

Program Director: Policies, procedures, or significant concerns

District Teachers (via email): Questions related to academics
Communication with Staff

ACADEMIC YEAR PROGRAM

School Hours: Your district's program hours are listed on page 2. Children should be dropped off at their scheduled time to allow for breakfast. Attendance and meal counts are reported to the schools each morning. Children must be picked up within 15 minutes of the close of your district's program hours unless prior arrangements have been made with staff. Please refer to your district's school handbook for policies on tardiness and absences.

Leaving Bridges: All children must be picked up by school transportation, a parent/guardian, or a designated person. Children are never permitted to leave the building alone on foot, bicycle, or by any other means.

Food/Drink: Breakfast and lunch are available through your school district's cafeteria. You must set up an account with your district if you do not already have one to receive these meals. Children are not permitted to bring their own breakfast; they must eat at home or use the district-provided breakfast.

Transportation

Your district provides bus transportation to and from Bridges while school is in session. Parents/guardians may also provide transportation. If your child rides the bus, they must adhere to your district's transportation rules. All questions and information regarding bus transportation, including setup and absences, must be directed to your district's transportation department.

DURING BREAKS/SUMMER

Holidays, Summer, and Breaks

A letter detailing the hours of service will be sent home before breaks. Program hours generally run from 9 am to 1 pm.

Food/Drink

Parents/guardians are required to provide lunch and drinks during holidays and breaks. Children must eat breakfast at home, as they are not allowed to bring their own. If providing lunch is a difficulty for your family, please speak with your child's therapist. Bridges will provide meals on special days, and you will be notified via a parent letter when this service is offered.

Transportation

BRIDGES can provide transportation to and from our office during breaks, if needed,

and for field trips. You must sign the required paperwork granting permission for us to transport your child. All children riding in our vans must follow BRIDGES transportation rules (see attached copy). All communication regarding BRIDGES transportation, including setup and absences, should be directed to the Facility Director. If you choose BRIDGES transportation, please have your child ready when the van arrives. Drivers will honk and wait for two minutes. Due to potential behavioral issues on our vans, we cannot guarantee specific pick-up and drop-off times. Parents/guardians are always welcome to arrange their own transportation if this poses a problem.

Field Trips

Field trips are a privilege earned through appropriate behavior.

Van/Transportation Rules

1. Always follow staff instructions.
2. Remain seated with your seatbelt properly fastened, shoulder strap across your shoulder. Standing is not allowed.
3. Keep the aisle clear.
4. Keep hands and feet to yourself.
5. Keep arms, hands, feet, and head inside the van at all times.
6. Vulgar language or gestures, fighting, bullying, harassing others, or other inappropriate conduct is prohibited. Be respectful.
7. Any item brought onto the van must be approved by staff. Staff may decide to keep any item at the front of the van. If an item is approved for you to hold, it must remain in your lap.
8. Absolutely no eating on the van.
9. Do not damage or deface any part of the van.
10. Do not operate any door or window without staff permission.
11. Clean up after yourself.

Consequences for Rule Violations

1. Staff may assign a specific seat to the client.
2. Staff may report the client to the Director for discussion of possible consequences.
3. Loss of program privileges (e.g., choice time, outside time, or other recreational activity).
4. Parents may be called.
5. Continued rule-breaking may result in temporary or permanent loss of the van riding privilege.

Transportation

General Transportation Conduct

All children are expected to behave appropriately on the school bus or Bridges vans to ensure safety. A child exhibiting behavior deemed a danger to themselves or others by

staff will be prevented from boarding the bus/van. In such cases, a parent/guardian or designated person must pick up the child promptly. A persistent pattern of inappropriate, unsafe behavior on the bus/van may lead to temporary or permanent suspension from transportation services.

Grievance Procedures

Procedure for handling grievances (Excerpt from Policy 304, Client Grievance Procedure):

It is preferred that grievances be resolved informally whenever possible. Therefore, the first step for all grievances is an informal presentation to the client's counselor (Level I resolution).

All grievances must be signed and dated by the client and must include the date, time, description of the incident, and the names of the individuals involved.

If the client's therapist cannot informally resolve the grievance to the client's satisfaction, the client may present their case to the Program Director (Level II resolution).

If the Program Director cannot resolve the grievance to the client's satisfaction, the client may initiate a formal grievance by submitting a request to meet with the Clinical Director (Level III resolution). The Clinical Director will schedule a formal grievance hearing with the client (and other staff at the Clinical Director's discretion) within two (2) business days of the request.

The Clinical Director shall issue a written decision within two (2) business days of the formal grievance hearing. The client may appeal the decision if further review is desired.

Acknowledgement of Receipt

I, _____,
parent/guardian

of _____, have
received a copy of the Bridges student handbook. I have reviewed the policies and procedures
and discussed them with my child. My child and I agree to follow the rules, policies, and
procedures outlined in this handbook.

Parent signature:

Student signature:

Date: _____