

QUESTIONS AND ANSWERS WITH THE EXECUTIVE DIRECTOR AND CO-FOUNDER OF EAGLE RANCH ACADEMY

This is a summary to answer the most frequently asked questions by parents. Always know that you are welcome to visit our facility anytime you are in the area. Please feel free to call us anytime you have any concerns or questions. Be assured that your child is in a safe, healthy, and nurturing environment.

“OUR GOAL, IS TO HELP YOU HELP YOUR CHILD.”

Q. What happened the first few hours after my child arrived at Eagle Ranch Academy?

A. *Upon arrival, your child was immediately transferred from their escort to the Program or Assistant Program Director who took your child to our family room and spent a few minutes talking to them. Two staff members escorted your child to a private room and spent time getting to know your child and outlined our program. During this process the two staff members that were with your child were of the same gender as your child. All personal clothing, etc., are stored and given to you during your first campus visit. Your child was then issued formal Eagle Ranch Academy uniforms and all other personal items needed during their stay at ERA. A current student was then assigned as a mentor or “buddy” that will be with your child for the next few days. This is a time that will allow your child to get to know the program and what is expected of them. They were then taken and introduced to the rest of the family unit.*

Q. What are the living conditions like?

A. *Your child was assigned to a family unit. This family consists of 12-16 students. Each family has at least three staff members with them at all times. They were assigned to a cottage in which they live. Each cottage has its own living room, bathroom, and two bedrooms. Your child has two other roommates. This small family units allows great interaction, student-to-student and student-to-staff.*

Q. What correspondence can I have with my child?

A. *Parents are allowed to send postcards immediately. Postcards from your child to you will be allowed as soon as your child completes the Self Discovery packet, this usually takes 3-5 weeks. For monitoring purposes, please do not send letters in sealed envelopes. Once your child earns the privilege, weekly social phone calls will be scheduled. You can expect to receive the first phone call from your child once they have completed their Self Discovery packet. This is usually within 4-6 weeks of their enrollment at ERA. After that, you will have a weekly scheduled phone call. This call is monitored by our therapist or by a staff member and will be up to 10 minutes in length.*

Our mailing address:

Your Child's Name
c/o Eagle Ranch Academy
115 West 1470 South
St. George, UT 84770

Q. What sort of assignments are they required to complete their first few weeks?

A. *The first assignment we had your child do is to complete the Self Discovery packet, which includes writing an “Amnesty” paper. This is the first thing they are required to do. It is a “coming clean” paper. They explain to themselves everything they have done up to this point in their life to get them to where they are now. Once the amnesty paper is completed, it is a starting over point for your child. Our staff is very specific and particular with this paper and it usually takes several drafts to get it to the point where it can be signed off by every staff member. This paper will be read during the first face-to-face visit you have with your child. This is a very emotional time for both you and your child. A staff member will be with you and your child throughout your first campus visit.*

They also are required to write several essays, Who Am I, which looks at how they define themselves; Why Am I Here, their feelings on why they ended up at Eagle Ranch Academy; and “The 7 Habits of Highly Effective Teens,” in which they have several worksheets to complete on each habit. We will begin working on their class schedule as soon as we get all the necessary paperwork and have it evaluated.

These assignments usually take up to a month or longer to complete. Once completed, each assignment must be read, evaluated, and signed off by staff members that works with your child.

Q. What is the program my child is expected to complete?

A. *Our program is a Value Based Program. This program consists of eight values, Accountability, Honesty, Forgiveness, Acceptance, Integrity, Respect, Trust, and Service. Your child is given a packet on each value and is expected to do a series of worksheets, assignments, book reports (both oral and written), and service projects for each value. Each staff must read, evaluate, and sign off before your child can graduate from that core value. To prevent one staff member from “holding out” and not sign the value sheet, all members of our Treatment Team, (Program and Assistant Program Directors, Clinical Director, Educational Coordinator, After Care Specialist, and all Therapists), will review and make a joint decision if the student is ready to move on to the next value.*

We also offer our Emotional Growth Seminars, Level One, Level Two, and Level Three Teen Seminars. This is an intense three day seminar each student will be required to participate in. These are the same seminars we encourage you to attend.

Q. Who is spending time with my child?

A. *The staff we have working with your child is AWESOME. They are professionals who have a passion for this chosen field. They truly want to make a difference in the lives of young people. They have worked in this industry for many years and many of them have college degrees in related areas. Your child is under close supervision 24/7. They receive therapy every waking hour and many times they never even realize it since it is an ongoing process. They will meet in a more formal setting with our Clinical Director and/or licenced therapist at least once a week, and more if needed, on an individual basis. They are also involved in groups discussions every day of the week.*

Q. As a Parent what is my involvement?

A. *You are encouraged to be actively involved throughout the entire process while your child is away from you. You have an individualized Parent Page where you can see pictures of your child and read weekly progress reports. The password and user name will be sent to you the first weekend your child is here.*

We offer adult seminars at least every other month and encourage you to take advantage of these life altering experiences. Your child will also go through these seminars as part of their process while they are here. The seminars are free to two family members, usually parents and/or guardians. There is a small fee of \$50.00 per person if you have additional family members that would like to attend. We encourage you to have as many family members as possible to attend these seminars. You will receive information on these seminars so that you can make plans to attend.

Q. What academic programs will my child be involved in while at Eagle Ranch Academy?

A. *We offer an interactive internet based academic program through 3DLearn, which is a fully accredited program. Depending on the level, your child will earn 4-6 credits per semester with each semester lasting about 4 months. It is a self-paced program and they can accelerate at their own speed. As soon as one of the classes are completed they will be given another. They will always have a total of 3 classes they are working on at any one time. We also offer hands on teaching in our classroom by our instructors that are fully licensed and certified by the State of Utah. Our educational program is individualized for your child and will satisfy the needs of the high school or junior high where they were attending before being placed at ERA. This will give them the chance to “catch-up” and will provide continuity in their educational process.*

Q. When does my child get any privileges?

A. *This can happen immediately. It can take just a few days or few weeks. This depends on how well your child adjusts to the structure of our program. Each staff member must sign off on your child’s privilege sheet each week, and this will determine if your child qualifies for privileges for the following week. These privileges could include any of the following: off-campus activities, movies, TV, on-campus activities, etc.*

Q. How do you handle my child if they refuse to comply with the program?

A. *We believe in using natural and logical consequences. We do not believe in time out rooms or isolation rooms. We believe in isolating your child within a group, meaning they may be allowed to attend an activity but will not participate. They have to earn the right to have these privileges. We believe that long lasting motivation to change is fostered by healthy and positive relationships with peers, staff, and family. We want your child to make the right choices for the right reasons.*

Q. What is my child's daily schedule?

A. *Eagle Ranch Academy Daily Schedule Is as Following:*

MONDAY - SATURDAY (except Wednesday)

7:00 am	Wake-up, Hygiene, Clean Cottage
7:45 am	Breakfast and General Building Clean-Up
9:00 am	Goal Setting - Outside Exercise
9:30 am	School
12:00 am	Lunch - Kitchen Jobs, etc.
1:30 pm	Siesta - 30 minutes quiet personal time - 30 minutes in own room playing quiet games if they have earned that privilege.
2:00 pm	P.E. - One family will go to the full service health club across street, where they can lift weight, ride bikes, workout on treadmills, swim, play racquetball, etc. One family will go to our on-campus recreation room where they can play pool, ping pong, foos ball, work on puzzles, etc., One family will play activities outside, such as football, basketball, volleyball, baseball, kick ball, etc. The next day the families will rotate and do a different activity.
3:00 pm	School - Work on required ERA paperwork and/or staff therapy assignments
5:15 pm	Clean Classroom - Prepare Dinner
5:30 pm	Dinner
7:00 pm	Family Group - Review Goals and process anything that occurred during the day
8:15 pm	Free Time - TV - Quiet Games - Begin Showers
9:00 pm	Quiet time in Bedrooms - Read - Write - Reflection
9:15 pm	In Bed - Lights Out
9:30 pm	Shut down

Additional Schedule/Activities Could Include:

- Weekly Individual Therapy Session with Clinical Director and/or Therapist.
- Weekly Family Therapy via phone call - This will be set up with you and the therapist assigned to your child within the first two weeks.
- Once-a-Week - Substance and Drug Abuse Class with a Therapist.
- Once-a-Week - Principles of Success Class with our Therapists.
- Once-a-Week - Gender Only Group with our Therapists.
- Once-a-Week - Attend AA meetings.
- Every Morning - Goal Setting with each Family Unit.
- Every Night - Group discussions with Family Unit.
- Additional classes, groups, and seminars will be incorporated throughout our program.

Note: Schedule and other free time activities (on or off campus) are subject to change at Program Director, Staff or Therapist's discretion.

WEDNESDAY

8:30 am	Wake-Up, Hygiene, Deep Clean Cottage
10:00 am	Daily Goals / Breakfast
11:00 am	Outside Time
1:00 pm	Lunch - Kitchen Jobs, etc.
2:00 pm	School Work, Assignments, Write Letters, etc. (no computers)
3:00 pm	Group (staff discretion)
4:00 pm	Group Activity - Community Service or Activity On or Off Campus (staff discretion)
6:00 pm	Dinner
7:00 pm	Group - Review Goals
8:00 pm	Free time - Quiet Games - Begin Showers
9:00 pm	Quiet time in Bedrooms - Read - Write - Reflection
9:15 pm	In Bed - Lights Out
9:30 pm	Shut Down

SUNDAY

8:30 am	Wake-Up, Hygiene, Clean Cottage
9:15 am	Daily Goals - Breakfast - Clean Up
10:00 am	Deep Clean Administration Building
11:00 am	Outside Time
1:00 pm	Lunch - Kitchen Jobs, etc.
2:00 pm	Meditation, Quiet Time
3:00 pm	Community Activity - Movie (staff discretion)
6:00 pm	Dinner - Kitchen Jobs
7:00 pm	Group - Review Goals
8:00 pm	Free time - Quiet Games - Begins Showers
9:00 pm	Quiet time in bedrooms - Read - Write - Reflection
9:15 pm	In Bed - Lights Out
9:30 pm	Shut Down

Additional Activities and/or Service Projects

Our students volunteer for the following activities that include but not limited to the following:

1. Care and Share Food Bank
2. Assisted Living facilities in the area
3. St. George Marathon
4. International Senior Olympic Games
5. Toys-for-Tots
6. Special Olympics
7. Fit-For-Life
8. March of Dimes
9. Halloween Corn Maze
10. Adopt a Highway
11. BLM work projects
12. Animal Shelter
13. Intramurals or sports competition against local or city teams