

## HEAL program continued-

### Accomplishment

After day 3 of Enlightenment, the next phase is Accomplishment. Accomplishment is divided into Steps 1, 2, 3, 4, and 5. On Accomplishment, you will begin practicing the behaviors outlined in your treatment plan and accept feedback from your family and staff. You will learn to evaluate whether your behaviors are leading to goal achievement. You will continue to participate in all groups, activities and therapies. Accomplishment expectations are that you:

- Demonstrate consideration for others in attitude and action.
- Consistently show positive behavior over a period of time.
- Review and evaluate with staff your behavior, attitudes and feelings.
- Actively work on your problems.
- Demonstrate the ability to complete assignments with minimal supervision.
- Earn at least 70 points per day on your point card in order to move up each step.

### Accomplishment Privileges

- One 10-minute phone call per day.
- Participation in recreational outings and outside activities.
- Eligibility for four- to six-hour passes with family (with approval of doctor and treatment team).

### Leadership

After completing the five steps of Accomplishment, the next phase is Leadership. On Leadership, you will demonstrate control of your behavior and consistently achieve your goals. You will develop plans for self-intervention to avoid returning to problematic behaviors. You will act as a role model for others and display readiness to return to the community. You will continue to actively participate in groups, activities and therapies. Leadership expectations are that you:

- Make constructive, detailed plans for interacting with your family and/or community.
- Demonstrate positive problem resolution (on the unit, at home, and in the community).
- Make realistic plans for returning to the community including a specific, written plan of action for achieving goals.
- Continue to meet expectations listed for lower levels.
- Resolve problems that arise from your passes in the community.
- Maintain a minimum of 75 points daily.

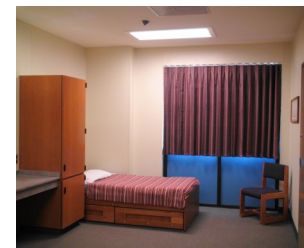
### Leadership Privileges

- Two 10-minute phone calls per day or one 20-minute call if others have had an opportunity to make their calls.
- Participation in recreational outings.
- Eligibility for 6 to 8 hour passes with family (with approval of doctor and treatment team).
- Females may use makeup with staff supervision.
- Weekly lunch outing or choice of lunch on the unit.



This is the Common Area where the youth gather for group activity and to socialize.

The youth enjoy meals and snacks in the dining hall. The room also provides quiet study space for the youth.



Each sleeping room accommodates two adolescents and has its own private bathroom.

A wide variety of pets live here too. At least a dozen different animals are utilized regularly as part of Parkside's pet therapy program.



Confidentiality is important to us. Please help protect the privacy of yourself and others. Please do not throw anything in the trash cans that has your name or other personal information written on it.



## Adolescent Residential Treatment Program

### How can I get the most benefit?

#### Be Involved

We believe you will benefit most from your treatment if you participate in all of the groups and activities; therefore, we will remind you of what is being offered throughout the day and evening. A schedule is also posted on the unit.

#### Limit Distractions

Because we want your focus to be on your treatment, watching TV and listening to the radio is limited to designated times. Staff will monitor program viewing and may use their discretion in changing channels. TV and radios will be turned off during scheduled activities and at night.

#### Avoid Personal Involvements

Romantic involvements with other patients can also take your focus away from treatment, so they are strongly discouraged. Boys and girls will sit separately during school, leisure time, and groups. Please refrain from any physical contact with other patients. If sexual activity is suspected, both parties involved will be sent to the emergency room for a thorough physical exam.

### Can I use the phone?

Personal phone calls are allowed, in the evenings, when there are no scheduled activities or therapy programs being offered. Your parent or guardian will prepare a list of persons with whom you may have contact while in treatment. Your phone list is limited to immediate family members and others who are involved in your treatment (ministers, social workers, attorney, etc.). Adolescent friends are not allowed on your phone list.



Phone calls are placed by a staff member, and you will be given the phone after your party is reached. Call lengths are determined by your level, but regardless we ask that you limit calls to ten minutes and wait at least ten minutes between calls to allow others to use the phone.

- Please respect the confidentiality of other patients.
- Please do not discuss the names and issues of other patients
- Phone calls are private; however, if you become loud and abusive, we will ask you to end the call.
- If you use the phone inappropriately (using profanity, threatening others, overusing the phone), your phone privileges may be discontinued.

### Welcome to the Adolescent Residential Unit!

By coming to Parkside, you have taken a positive step in improving your mental health. We will provide you with the highest quality care to help you move past the difficulties of your current life.

This handbook will help to answer many of your questions and will help you to understand what to expect during your treatment stay.

While in treatment, you will be involved in individual, family, and group therapy. Your care will be coordinated by a psychiatrist.

### What about family participation?

Family participation is expected and is a very important part of your treatment. In addition to family therapy, we encourage family participation through visitation, phone calls, and mail. See Parkside's website for information on sending a free electronic greeting card and to find forms for release of information.

Families and case workers are invited to attend weekly treatment team meetings which are held every Thursday at 10 a.m. If you plan to attend, please inform your child's therapist.

#### Visiting Hours:

Saturday & Sunday 12:30—2:00 p.m.

Tuesday & Thursday 6:30 –7:30 p.m.

Special holiday visits are also scheduled.



When discharging from your stay, talk to a Parkside staff member about the Food Pantry. To further your well being and to ease your transition back home, we have groceries to share with you.

Unit Phone / Nursing Station 918-588-8839 Toll free 866-324-4465

Psychiatrist:  
Jana Bingman, M.D.  
918-588-8839



Therapist:  
Megen Driezen, LPC  
918-586-4221



Therapist:  
Ann Wilson, LPC  
918-586-4204



Unit Director  
Kathryn Bishop, LPC  
918-586-4250



Therapist:  
Mark Fry, LPC  
918-586-4271



We encourage your feedback about your experience at Parkside. After discharging, please visit us on-line and share your thoughts.

[www.parksideinc.org/aboutus/contact us](http://www.parksideinc.org/aboutus/contact-us)

Thank you!

Need to access medical records?  
Please call 918-588-2804.

If you have concerns about safety or quality of care provided at Parkside, please talk to the Unit Director at 918-586-4250.

If, after sharing your concerns, you feel your problem has not been properly addressed, you may contact

The Joint Commission at 1-800-994-6610 or

[complaint@jointcommission.org](mailto:complaint@jointcommission.org).

Parkside is licensed by the State of Oklahoma, Department of Health and is accredited by the Joint Commission.

Unit phone 918-588-8839  
Toll free 866-324-4465

Adolescent Residential Treatment  
1220 S. Trenton Ave.  
Tulsa, OK 74120

Mail to:

Parkside—North Unit  
1620 E. 12th St.  
Tulsa, OK 74120

[www.parksideinc.org](http://www.parksideinc.org)

or, find us on  
facebook



## Can I send and receive mail?

Cards and letters allow you to remain in contact with friends and family, and there is not a limit on the amount of mail you can send or receive. You will be asked to open your mail in the presence of a staff person to ensure it doesn't contain restricted items. The content of incoming and outgoing mail is not screened. On rare occasions, mail may be restricted by order of the court or by doctor's order. If so, the reason for this will be discussed with you.

## Can I have visitors?

Yes! We believe family involvement is very important.

- Please limit visitors to no more than three at one time.
- Visitors are limited to the people on your approved contact list (immediate and extended family members only.)
- Children under the age of five and adolescent friends are not allowed to visit.
- Visits are confined to designated areas and do not take place in bedrooms or the day room.
- If anyone becomes out of control during a visit or begins cursing, screaming, or begging to be taken out of treatment, visitors will be asked to leave.
- Occasionally, visitation may be restricted by court or physician orders. If this should occur, you will be notified and provided with an explanation.
- Respect the confidentiality of other patients; do not discuss their issues with anyone.
- Visitors should leave purses and cell phones in the car.
- Visitors cannot bring food, beverages, or chewing gum to visitation.

### Visiting Hours:

**Saturday & Sunday 12:30–2:00 p.m.**

**Tuesday & Thursday 6:30 –7:30 p.m.**

**Special holiday visits are also scheduled.**

Exceptions: Clergymen, case workers, and attorneys may visit by appointment and should phone the unit to make arrangements.

*“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”—Tori Amos*

## What about school?

You will attend school at Parkside and receive credit through Tulsa Public Schools.

## What if I feel ill?

If you feel ill, inform a staff member of your symptoms. The nurse will evaluate your condition and determine the most appropriate medical personnel to contact. All Parkside patients and associates are encouraged to wash their hands frequently, particularly after using the restroom and before eating. In between hand washings, anti-bacterial hand sanitizer is available. Hand washing is the number one way to prevent the spread of colds and flu.

## What about rest?

Sleep is an important part of your treatment. We believe you will gain more from your program when you have adequate rest each night. Bed time is 9:00 p.m. on weeknights and 9:30 p.m. on weekends.

On weekdays, we will wake you at 7:00 a.m. Weekend and holiday wake-up time is 8:30 a.m. Prior to breakfast, please attend to activities of daily living (wash face and hands, brush teeth, comb hair, dress in clean clothing, make bed, straighten room). Staff will complete room checks and award points to reflect the condition of the room. Bedroom doors are kept locked when not occupied.



## How should I dress?

We recommend you bring up to seven changes of comfortable clothing. To prevent clothing from being a distraction during treatment, we ask that you observe the following dress standards:

1. Shoes with strings are only worn on outings or gym time.
2. Patients must wear undergarments. Females are asked not to wear bras with wires or thong panties.
3. Please do not wear clothing that is ripped or torn.
4. Please sleep in pajamas or boxers and a shirt. Please do not wear day clothing to bed or pajamas in the common areas.
5. Please do not wear clothing with drug, alcohol, skulls, satanic, gang-related, or sexually-related themes.
6. Please do not wear sagging pants or hoodies.
7. Please don't share, borrow, trade, or sell clothing or other items.
8. Shorts are permitted but must be as long as the end of your fingertips when standing.
9. Please dress modestly. Tube tops, low-cut shirts, or bare midriffs are not allowed.
10. Sunglasses, hats, jackets, and coats may be worn on outings but are not allowed indoors.
11. Jewelry is not allowed on the unit. Parkside is not responsible for any lost possessions.
12. Please do not wear combs or other sharp objects in your hair.

### Safety

For your safety and the safety of other patients, body checks are completed at the time of admission or transfer and after outings and passes.

### Laundry

Please place soiled towels and linens in the community laundry basket. A linen service will wash your sheets weekly, with clean sheets provided each Sunday. There are washers and dryers at Parkside for you to do your personal laundry. Detergent is provided. A staff person will accompany you to the laundry room to unlock the door and assist you.



## Will you help keep me safe?

Your safety is always a priority. Because we do not want anyone harmed in any way, the following items are not allowed on the unit.

- Boots or steel-toed shoes
  - Alcohol, drugs, paraphernalia, tobacco
  - Lighters, matches
  - Medication that is not prescribed by Parkside
  - Any alcohol-based products
  - Body piercings
  - Chains
  - Metal rat-tail combs
  - Weapons and pocket knives
  - Any type of corded electronic item
  - CD players, tape players, Walkmans, iPods, cameras, video games, personal televisions or stereos
  - Sexually explicit or gang-related magazines, books, posters, drawings or other materials deemed inappropriate by staff
  - Artificial nails, nail polish, or polish remover
  - Perfume, cologne, or aftershave
  - Aerosol products or non-aerosol mousse and/or hair spray
  - Food, gum, or beverages
  - Metal cans or containers
  - Spiral notebooks
  - Any underwear (bras) that contain wires
  - Shoe laces for some patients
  - Dental floss
  - Cosmetics in glass or metal containers
  - Hairdryers and curling irons
  - Razors
  - Tampons
  - Hair pieces or extensions
- Pens, markers, colors, crayons, food, or beverages are not allowed in the patient's rooms.

For your child's safety, the following behaviors are not allowed at Parkside:

1. Running away.
2. Pushing, shoving, hitting, kicking, and biting.
3. Talking back to adults or being defiant.
4. Bullying of any kind.
5. Acting up in the classroom.
6. Being truant from or late to class
7. Using physical force or threats.
8. Destroying property.
9. Wrestling, running, or horseplaying.
10. Using profane language or obscene gestures.
11. Participating in gang talk or signs.
12. Possessing or using drugs, alcohol, tobacco or other intoxicating or harmful substances.
13. Tattooing, piercing, or mutilating the body including eraser burns.
14. Supporting others in efforts to harm themselves or others (or failure to report same).
15. Lying or making false statements.
16. Gambling or betting.
17. Possessing or concealing restricted items.
18. Writing or passing notes between patients.
19. Writing or drawing on your body or clothing.
20. Entering the room of another or being in any "off limits" area without permission.
21. Interacting with peers who are in a time out
22. Engaging in sexual activity or talk.
23. Planning or attempting to overpower or injure staff or peers.
24. Possessing or making weapons.
25. Stealing, borrowing, loaning, or trading property, including clothing.
26. Hiding things that one is not suppose to have.
27. Name calling

## How will you track my progress?

The Adolescent Residential Unit uses a behavior modification program called HEAL to reward positive behavior, provide feedback and monitor progress. You will hear us talk about points and the treatment phases, which simply helps us determine what activities are safe for you. Each morning, a new point card will be prepared for you. You will identify your goal for the day and write it on your point card. Each half hour staff will note your participation in your assigned activity, indicating either 0, 1, 2, or 3 to reflect your efforts and behavior.

- 0 indicates your behavior has been unacceptable, such as cursing, refusing to follow staff directives, refusing to participate, etc.
- 1 indicates minimal participation or that you were disruptive, requiring frequent redirection.
- 2 indicates that you followed rules, behaved well, and participated actively.
- 3 indicates that your behavior was exceptional. You showed initiative and acted as a role model for your peers.

Staff will write comments for any 0s, 1s, or 3s so that you can understand what behavior was unacceptable or exceptional. At the end of the day, your point card will be returned so you can review the feedback. In the evening, you will review your success in achieving your day's goal and note this at the bottom of your card.

The point card will then be returned to staff. Your points will be totaled, determining whether you progress up or down in your treatment phase. The phases of HEAL are as follows:

### Hope

The first 24 hours after admission is Hope phase, allowing you to become familiar with the schedule, unit rules, staff, and peers. You will attend all groups and activities on the unit but may not go outside or receive phone calls. If you earn 65 points or more during this 24-hour period, you will proceed to Enlightenment. If you earn less than 65 points, you will remain on Hope.

You will progress up or down through the phases daily, depending upon your participation and behavior which is reflected in the points you earn.

Being physically aggressive toward staff or peers, destroying property, harming yourself or talking about AWOL will automatically drop you back to Hope.

### Enlightenment

Enlightenment begins when you successfully complete your first 24-hours of treatment and earn a minimum of 65 points. Enlightenment is divided into Steps 1, 2, and 3. On Enlightenment you will identify your issues and treatment goals with staff and your family and begin to conceptualize solutions to your problems. You will participate in all groups, activities, and therapies. Enlightenment expectations are that you:

- Can explain the unit rules.
- Verbalize a working understanding of your treatment issues.
- Show an understanding of your treatment goals and how to reach them.
- Accept responsibility for your behavior and the consequences of your behavior.
- Refrain from behaviors that physically or emotionally hurt yourself or others.
- Actively participate in daily scheduled activities and groups.
- Earn at least 65 points on your point card to move up steps.

### Enlightenment Privileges

- One 5-minute phone call per day