

## Level system continued—

### Relationships

On Relationships, you will continue to participate in all groups, activities, and therapies. Relationships expectations are that you can:

- Demonstrate consideration for others in attitude and action.
- Consistently show positive behavior over a period of time.
- Realistically, and in detail, review and evaluate with staff your behavior, attitudes and feelings.
- Actively work on treatment plans.
- Demonstrate the ability to complete assignments with minimal supervision.
- Learn and practice behaviors outlined in patient's treatment plan.
- Discuss with staff whether behaviors are leading to goal achievement.

### Relationships Privileges

- One 5-minute phone calls per day.
- Can spend tickets in the ticket store.
- Participation in recreational therapy downstairs. instead of having to stay on the unit.
- Will have activity choices in structured leisure.

### Leadership

On Leadership, you will demonstrate control of your behavior and consistently achieve goals. Through behavior, you act as a role model for other patients and display readiness to return to the community. You continue to actively participate in groups, activities and therapies. Leadership expectations are that you can:

- Make constructive, detailed plans for interacting with their family and/or community.

### Leadership Continued—

- 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 and participate in the resolution of any problems arising.

### Leadership Privileges

- Two 10-minute phone calls per day
- Ability to spend tickets in the ticket store.
- May choose activities for structured leisure.
- May go to RT room, staff and schedule permitting.

### Token System

To motivate your good behavior, the following token system has been adopted:

- Staff will give tickets for your positive behavior.
- You can earn tickets on any level, including Safety.
- You can visit the Ticket Store only when on Levels Two or Three.
- Staff will open the Ticket Store once per day from noon to 12:30 p.m. or at a time determined by the charge nurse or lead tech on duty.



Each sleeping room can accommodate up to four and has its own private bathroom.



## Welcome to the Adolescent Acute Treatment 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 recreational therapy. Your care will be coordinated by a psychiatrist. In addition, you will be encouraged to participate in group sessions.

### 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.

Families and case workers are invited to attend weekly treatment team meetings which are held every Tuesday at 9 a.m. If you plan to attend, please inform your child's therapist.

Your first family therapy session is scheduled for:

Day / Date: \_\_\_\_\_

Time: \_\_\_\_\_

Therapist: \_\_\_\_\_

# Adolescent Acute 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. You should not share personal contact information, including social media contact. 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 physical exam.

## Can I use the phone?

Personal phone calls are allowed between 6:30 p.m. and 7:30 p.m. 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, including boyfriends and girlfriends, 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. Calls lengths are determined by your level, but regardless we ask that you limit calls to five 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.

Psychiatrist:  
Virginia Heller M.D.  
918-588-8873



Director:  
Kenneth Moore, LCSW  
918-586-4274



Therapist:  
Tina Powell, LPC  
918-588-8878



Therapist:  
Gail Flack, LCSW  
918-588-8827



### Unit Phone / Nursing Station

918-588-8873

Toll free  
888-840-0025

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.

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

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 some groceries to share with you.

If you have concerns about safety or quality of care provided at Parkside, please talk to the Unit Director at 918-586-4251.

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).

Unit phone 918-588-8873  
Toll free 866-840-0025

Adolescent Acute Treatment Unit  
1619 E. 13th St.  
Tulsa, OK 74120

Mail to:  
1620 E. 12th St.  
Tulsa, OK 74120

More Information can be found at  
Parkside's website: [www.parksideinc.org](http://www.parksideinc.org)



Learn how to send a free personal greeting to a patient, find links to our facebook and forms for

## 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. When you are on Safety Level, the Treatment Team will likely recommend that visits be postponed.

- Please limit visitors to no more than three at one time.
- Visitors are limited to the people on your approved contact list (family members only.)
- Children under the age of five and adolescent friends are not allowed to visit. Including boy/girl friends.
- Visits are confined to designated areas and do not take place on the unit.
- 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.
- Please; no food, beverages or gum at visitation.
- A meal for the family is provided for many holidays.

### Visiting Hours:

**Saturday & Sunday 3:30–5:00 p.m.**

**Wednesday 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 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.

## 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 that are not allowed on the unit.

- Boots or steel-toed shoes
  - Alcohol, drugs, paraphernalia, tobacco
  - Lighters, matches
  - Medication that is not prescribed by Parkside
  - White-Out or other 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. Drawstrings or belts
  - 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 disobeying.
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. (Parents, you will be held responsible for any destruction on the unit.)
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 quiet room.
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

## What about School?



You will attend school at Parkside and receive credit through Tulsa Public Schools. School attendance and participation is required.

## 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 weekdays, we will wake you at 7:00 a.m. Weekend and holiday wake-up time is 8:00 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 tickets 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 three changes of comfortable clothing. To prevent clothing from being a distraction during treatment, we ask that you observe the following dress standards:

1. Socks or booties are worn to groups. Shoes will be kept in storage and given to the patients when they discharge.
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, leggings 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.
11. Jewelry is not allowed on the unit. Parkside is not responsible for any lost possessions.
12. Combs or other sharp objects are not allowed.

### Safety

For your safety and the safety of other patients, body checks are completed at the time of admission or transfer and upon return from visitation or pass.

### 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. Parkside staff will wash your personal laundry at night. Please place it in the basket outside of your room.

## How will you track my progress?

You will hear us talk about a Level System, which simply helps us determine what activities are safe for you. There are four different levels:

### Safety

Safety status is designed to meet the special needs of acute patients; you will be on Safety for 24 hours following admission. You could return to Safety after the initial 24 hours if you make verbal threats or demonstrate behaviors requiring additional supervision. If returned to Safety, you will receive a follow up review every 12 hours to determine if the safety status should be terminated or continued. The RN on duty will complete the review and will also include input from other staff members. While on Safety, you will attend groups and other activities on the unit. Safety status requires that you not leave the unit, participate in visitation, or receive phone calls. In some instances to ensure everyone's protection, you may be asked to sit apart from other patients.

### Compliance

While on compliance, you will participate in all groups, activities, and therapies. Compliance expectations are that you can:

- Explain the unit rules.
- Show an understanding of your treatment goals and how to reach them.
- Accept responsibility for your behavior and the consequences of your behavior.
- Not engage in behaviors that physically or emotionally hurt yourself or others.
- Actively participate in daily scheduled activities and groups.

### Compliance Privileges

- One 5-minute phone call per day to legal guardian only. Will have structured therapeutic assignments during structured leisure time.

### Level system continued next page—

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.



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