

## What if I feel unsafe?

It is very important that you feel safe. If you believe that another patient is acting inappropriately toward you, let any unit staff member know immediately so steps can be taken to help you feel safe. Inappropriate behavior can include threats, name calling, hitting and other aggressive behavior.

Sometimes, inappropriate behavior can include sexual words and behaviors such as talking about sex, making remarks about your body, attempts to touch you or to get you to touch them, or trying to get into your bed. These behaviors are not okay and have no place on a treatment unit.

The bottom line is that we want everyone to feel safe. We want you to tell a unit staff member immediately about any statements or behavior that makes you uncomfortable or unsafe.



Each sleeping room on the Adolescent Acute Unit can be a private room and has its own bathroom and patient storage.

## What comes after acute care?

Planning for your discharge from the hospital begins the day you arrive! One of the goals of acute care is to see you quickly step-down from this level of care and get back to your life feeling better and better equipped to deal with things. Discharge planning is critically important, because aftercare is critical to your success with treatment.

Several options are available for aftercare. Some patients will be recommended to move to a Psychiatric Residential Treatment Facility. This is a step-down from acute care and is provided in a less "hospital" like environment. There will be fewer visits with the doctor and a little different programming. Residential Treatment is also a brief treatment stay and is not a new place to go live.

Some patients may step-down to outpatient treatment. This will include visits with a therapist and a doctor. Keeping these appointments is essential to your treatment success. Outpatient treatment may continue for a period of weeks, or months as determined by your individual needs. Careful compliance with your medications is also very important.

Some patients may need a different level of care altogether. This will be actively discussed with you during your treatment stay.



Parkside's Adolescent Residential Treatment is located on the same campus, just across the street to the west.



### 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 10:30 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. Please refrain from any physical contact with other patients.

## Can I use the phone?

Phone calls are allowed after you have been on the unit for 24 hours.

Personal phone calls are made between 6:30 pm and 7:30 pm. You may call immediate family members who are approved by your parent or guardian, and you may call your minister, social worker, and attorney. Adolescent friends, including boyfriends and girlfriends, are not allowed to be on your phone list.

Phone calls are placed by a staff member, and you will be given the phone after your party is reached. Please limit your call to 10 minutes, and wait at least 10 minutes between calls to allow others to use the phone.

- Please respect the confidentiality of other patients by not discussing names and issues of other patients.
- Phone calls are private; however, if you become loud and abusive, staff will end the call.
- If you use profanity or threaten others during calls, or if you damage the phone, your doctor may discontinue your use of the phone for a time.

Psychiatrist:  
John White, M.D.  
918-588-8873



Therapist:  
Jennifer Grosso, LCSW  
918-588-8827



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.

Director:  
Kenneth Moore, LCSW  
918-586-4274



Therapist:  
Tina Powell, LPC  
918-588-8878



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.

If you have concerns about safety or quality of care provided at Parkside, please talk to the Unit Director at 918-586-4274.

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).

Therapist  
Patricia Erwood, LPC  
918-588-8848



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

Adolescent Acute Treatment Unit  
1239 S. Trenton Ave.  
Tulsa, OK 74120

Mail to:

Name @ Adol Acute  
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 release of information.



## 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:

**Boys: Tuesday 6:30-7:30pm and Saturday 3:30-5:00pm**

**Girls: Thursday 6:30-7:30pm and Sunday 3:30-5:00pm**

**Special holiday visits are also scheduled.**

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

**Because of the COVID pandemic, all visitation is done by Zoom videoconferencing.**

*“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.

- Alcohol, drugs, paraphernalia, tobacco
  - Lighters, matches
  - Medication that is not prescribed by Parkside
  - White-Out or other alcohol-based products
  - Body piercings
  - Chains
  - Weapons and pocket knives
  - Any type of electronic item, including 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
  - Food, gum, or beverages
  - Metal cans or containers
  - Spiral notebooks
  - Any underwear (bras) that contain wires
  - Shoe laces. Drawstrings or belts
  - Dental floss
  - Any personal hygiene items, including cosmetics.
- We will provide necessary items
- 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. Refusing to follow staff direction.
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 cutting the body, including eraser burns.
14. Supporting others in efforts to harm themselves or others (or failure to report when others self-harm).
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 five changes of comfortable clothing. To prevent clothing from being a distraction during treatment, we ask that you observe the following dress standards:

1. Nonskid socks are worn on the unit. 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.
10. Jewelry is not allowed on the unit.

### 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 two different levels:

### Safety

Safety status is designed to ensure that we are working with you to keep you safe. You will be on Safety for the first 24 hours after your admission to make sure your behaviors are safe and to help you settle into the unit routine. You will continue on Safety level or return to Safety level if you engage in behaviors that could be dangerous to yourself or others. These include self-harming behaviors, assaulting people, destroying property, threatening to hurt yourself or others, and any other behaviors that staff believe could be dangerous. The treatment team and your doctor will review the need for you to continue Safety level every day. While you are on Safety level, you will attend groups and other activities on the unit. Safety level requires that you stay on the unit, so you may not leave to attend activities in the basement, and you may not have visitation. If needed, you may also be required to sit apart from other patients.

### Compliance

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

- Understand the unit rules.
- Understand 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

- Visitation with family at regular visitation times.
- Attendance at off-unit activities.

### More on the 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.



Yoga instruction is available and can provide emotional regulation and other skills that will be valuable when you return home