

How will you track my progress?

Heal—Hope, Enlightenment, Accomplishment, Leadership

Every day is a new day and a new level of healing. You will move up or down in this tracking each night. Staff will award you 0-3 points every 30 minutes. You are able to earn 70 points total if you receive straight 2’s all day. The higher the level, the more incentives you get like longer phone calls, being called first for meals, etc. When you reach the highest level, you have the option to receive fast food. Here are the levels and the points you need to attain them each day:

- H—”Hope” 65 points/Day 1
- A2– 70 points/Day 6
- E1– 65 points/Day 2
- A3– 70 points/Day 7
- E2– 65 points/Day 3
- A4– 70 points/Day 8
- E3– 65 points/Day 4
- A5– 70 points/Day 9
- A1– 70 points/Day5
- L—”Leadership” 75 points/Day 10

- 0 indicates your behavior has been unacceptable such as cursing, refusing to follow directions, refusing groups, bullying, writing on yourself going over phone time, etc.
- 1 indicates minimal participation or that you were disruptive or required frequent redirection
- 2 indicates you followed rules, behaved as expected and participated actively
- 3 indicates your behavior was exceptional. You showed initiative and acted as a role model for your peers, helped staff, helped with cleaning, information sharing, etc. Good job!



Patient Dining Room



Patient Fresh-air Balcony

Important phone numbers:

Unit phone/Nursing Station:	918-588-8883	Unit Phone Toll Free:	866-840-0025
Therapist— Jamie Carrels, LPC	918-588-8229	Psychiatrist— Dr. John White, M.D.	918-588-8873
Therapist— Mercedes Willson, LPC-C	918-588-8827	Chief Clinical Officer— Pattie Collins-Jackson , LPC	918-586-4250
Therapist— Will Laymance, LPC	918-588-8848		

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

[www.parksideinc.org/resources/your-feedback/](http://www.parksideinc.org/resources/your-feedback/)

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 CCO at 918-586-4250 or the Grievance Coordinator at 918-582-2131.

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)

# Adolescent Inpatient Treatment Unit

## Patient & Family Handbook

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 Welcome to the Adolescent Acute Treatment Unit!

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 and a team of professionals who want the best for you. In addition, you will be encouraged to participate in group sessions.



Nurses’ Station Phone— 918-588-8873

Toll Free— 866-840-0025

Mailing and Finding address:

Parkside Adolescent Unit—3rd Floor

1239 S. Trenton Ave.

Tulsa OK 74120

Visiting Hours:

Special holiday visits are also scheduled.

Saturday: 12:30—1:30 p.m.

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

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



How can I get the most benefit?

Be Involved

We believe you will benefit the 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 to help you know what is provided on each day. If you choose not to participate in the program, you may be dropped back to Hope level.

Limit Distractions

Because we want your focus to be on your treatment, watching TV and listening to the radio is limited to specially designated times. Staff will monitor program viewing and may use their discretion in changing channels. TV, radios, and telephone 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. We ask you to refrain from any physical contact with other patients. We discourage trading of phone numbers, social media or other contact information with other patients as this may interfere with your treatment.

Can I use the phone?

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

Personal phone calls are made in the evening. 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.

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. An option is available for family/friends to send greetings via e-mail. Go to [www.parksideinc.org](http://www.parksideinc.org)

What about school?

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



Patient Common Area/Dayroom



Patient Bedroom

Can I have visitors?

Yes! We believe family involvement is very important. When you are on Hope Level, the Treatment Team will may suggest alternative ways to visit.

- 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.
- If anyone becomes out of control during a visit or begins cursing, screaming, or begging to be taken out of treatment, patients will be returned to the unit.
- 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 outside food, drink or gum at visitation.

How will you keep me safe?

Safety is our top priority. Some items are not allowed on the unit. This includes clothing with drawstrings, shoe laces, belts and many other items. These are disallowed for the safety of everyone. We are aware that the environment and rules feel restrictive, but it helps if you relax and keep in mind that this helps us to maintain a safe and predictable environment for all. 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. Everyone is expected to respect both other persons and property.

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 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 five changes of comfortable clothing. To prevent clothing from being a distraction during treatment, we ask that you observe the following dress standards:

1. Patients must wear undergarments. Females are asked not to wear bras with wires or thong panties.
2. Socks are worn on the unit at all times. Shoes will be kept in storage and returned at the time of discharge. We recommend Crocs or slides which are allowed after reaching certain levels.
3. We ask that you 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 sagging pants, leggings or hoodies. Undesirable themes, such as drugs will be disallowed. Please do not wear clothing that is ripped or torn. Tube tops or bare midriffs are not allowed. Jewelry is not allowed on the unit but we will attempt to provide spacers for piercings.
7. Please don't share, borrow, trade, or sell clothing or other items.
8. Shorts are permitted but must be appropriate and conservative. Please dress modestly, similar to most school policies.

Laundry?

Linens are provided, including towels, washcloths, and bed sheets. 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. You are allowed to bring a small throw size blanket to have in your bedroom.