

How will you track my child's progress?

Each shift (every 8 hours), a new behavior tracking sheet will be prepared for each child; as patients progress through their day they may begin to exhibit poor choices or negative behavior. Staff will write comments for any behaviors so the child can understand what behavior was unacceptable or exceptional. Based on the patient’s behavior their level may move up or down.

Orientation (the first 24 hours after admission) patients will be given Caterpillar privileges, but are not allowed to have any phone calls during this period. Orientation status is designed to meet the special needs of acute patients; you will be on Orientation for 24 hours following admission. You could return to Orientation after the initial 24 hours if you make verbal threats or demonstrate behaviors requiring additional supervision.

Egg On this level patient levels are frozen. This will give the patient time to start over from the beginning. If a patient is placed on this level they must be exhibiting aggressive behavior and present a danger to themselves, other patients, or the staff.

Caterpillar On this level patients are slow to follow staff directions, need frequent redirections to maintain behavior, and sometimes struggle to interact positively with their peers.

Transform This will give patients time to put on their thinking cap to change their behavior. This is a good time for patients to process with staff and learn from their behaviors. The goal is not to keep patients on the transform level for an extended amount of time.

Butterfly On this level patients are doing a great job and following all staff directions. A patient on this level shows leadership, they are helpful and follow staff directions.

SuperFly On this level patients are the role models of the unit.

Awards/incentives vary by treatment level. These may include combinations of special lunches, video games and electronics, extended bed time or other positive rewards.



Important phone numbers:

Unit phone/Nursing Station:	918-586-4264	Psychiatrist— Dr. Marvin Jin, M.D.	918-586-4264
Therapist— Cathy Wolf, LMFT	918-586-4223	Exec Dir of Clinical Svcs— Cynthia Rorie , LPC	918-586-4263
Therapist— Leanne Moore, LPC	918-586-4201		
Therapist— Skyler Snyder, LPC –C	918-586-4291		

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/

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 918-586-4263 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

Child Inpatient Treatment Unit

Patient & Family Handbook

Welcome to the Children’s Acute Treatment Unit! We are eager to begin working with you and your family and are happy to answer any questions you might have about treatment.

Dear Parent,

We welcome your child to the Children’s program at Parkside. By admitting your child, you are taking a positive step in improving his or her mental health.

We have prepared this handbook to help you and your child understand what to expect during the treatment process. While in treatment, your child will be involved in individual, group, and family therapy. Care will be coordinated by a psychiatrist.

Please let us know if you have any questions.

Thank you!



Nurses’ Station Phone— 918-586-4264

Toll Free— 866-532-9593

Mailing and Finding address:

Parkside Children’s Unit—2nd Floor

1239 S. Trenton Ave.

Tulsa OK 74120

Visiting Hours: Scheduled twice weekly—Please check with the nurse for your child’s times. [\(Special holiday visits are also scheduled.\)](#)

[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.

What about visitation?

Yes! We believe family involvement is very important. When your child is 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.
- 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 or secured in the lockers provided. Please; no outside food, beverages or gum at visitation.

What about school?

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

What if my child is ill?

Your child should inform a staff member if he or she feels ill. The nurse will evaluate your child’s condition and determine the 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 treatment. We believe patients gain more from their program when they have adequate rest each night. Prior to breakfast, patients 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.

And phone calls?

Phone calls are allowed after a child has 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 anyone becomes 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 patients 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



Patient Bedroom

How will you keep my child 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.

How should my child 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 returned at the time of discharge.
2. Patients must wear undergarments. Females are asked not to wear bras with wires or thong panties.
3. 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 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.
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.

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.



Patient Fresh-air Balcony



Patient Dining Room



Patient Bedroom



Patient Common Area/Dayroom